Downloaded from <https://www.velvetjobs.com/job-descriptions/senior-service-delivery-manager>

# Example of Senior Service Delivery Manager Job Description

Our company is growing rapidly and is looking to fill the role of senior service delivery manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for senior service delivery manager

* In collaboration with architect and management, set strategy to support organizations including the feasibility of change and its likely impact upon the business
* Contribute to policy making at the highest level with respect to the full range of matters including strategic planning, hardware and software procurement, staff development and rewards, choice of methods and standards and the marketing and selling of services and products
* Collaborate in setting strategy for monitoring and managing the performance of IT-related systems and services, in respect of their contribution to business performance and benefits to the business
* Ensure that service level agreements, contracts and negotiations with both internal and external suppliers focus on meeting the business needs of the corporation by providing a value for money service in terms of standards, quality, efficiency, safety, performance and cost effectiveness
* Ensure that the delivery of systems and services are monitored and maintained to the high levels of quality, standards and operability as defined within negotiated and agreed service level agreements, parameters or contracts
* Take responsibility, within an IT service facility/operational environment, for setting targets, monitoring performance, and managing the service in an efficient and effective manner
* Ensure that necessary arrangements are in place to maintain or recover the delivery of systems and services in the event of any physical, technical or environmental disaster or major outage providing continuity of service to the client organization
* Establish a quality plan to assess the ongoing success and effectiveness of the process and ensure that any necessary changes are implemented
* Ensure that subjective views of supplier performance by own staff and the customer are taken into account, and monitors the actions taken to maintain and improve the service, including negotiation of changes to the contract or SLA
* Lead regular service review meetings with suppliers and meets customer representatives regularly to monitor progress against issues and to ensure that an agreed level of service is maintained

## Qualifications for senior service delivery manager

* Basic knowledge of marketing in order to anticipate that the marketing team will need in order to properly communicate the features his/her group is developing
* Familiarity in working within global environments with successful track record in working cross-culturally
* Experience working in a flat organizational with lean resources thereby requiring strong cross functional collaboration skills
* Developing and maintaining c-suite relationships at enterprise level in client organizations
* Creative thinking, always looking for ways to improve everything you come in to contact with
* As a member of the Cloud Service Delivery Leadership Team, creating a single view of Service Delivery across Hotel segments and business areas