



Example of Delivery Senior Manager Job Description

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Our company is looking for a delivery senior manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for delivery senior manager

- Ensure current operational capability is sustainable and integrated across the business functions
- Own the delivery of reporting and management of SLA's
- Influence operational support teams and processes to meet SLA requirements
- In conjunction with SaaS leaders and commercial owners, designs and implements processes and capacity to effectively support delivery of new service offerings
- Works with appropriate business stakeholders, develops and refines processes and frameworks that encourage strategic focus and responsible action to increase client satisfaction, client communication, and the overall management of the client relationship
- Partner with corporate Digital teams to review, assign, and monitor
- Ensures that the proper amount of testing is conducted on projects
- Ensures that Linguistic testing is appropriately resourced and managed
- Ensure that Content Management positions are staffed and managed
- Ensures that Accessibility testing is thoroughly conducted against WCAG 2.0 AA standards on all teams

Qualifications for delivery senior manager

- Develop and manage the team through full employment cycle including hiring, career development and performance management
- Implement task automation and process improvements

- Minimum of 5 years of experience managing an IT staff, which included selecting and developing strong performers, and conducting performance and salary reviews
- Certifications in education and/or project management desirable
- 6 - 8 years of experience leading the development and execution of content strategy, including development of copy, photography, video, rich media, landing pages