

Service Delivery Manager

Branch:	<i>Bristol</i>
Work location:	<i>Office/Remote</i>
Reports to:	<i>Head of IT</i>

Our Values

In everything we do at Inside Travel Group, we strive to deliver a Quality and Friendly service with Integrity, Determination and Passion using our collective Knowledge. This is at the heart of the organisation, and the company looks for every individual to demonstrate this daily. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

Our Culture

You'll be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative and dedicated, and it's at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it'll be important that you play your part.

Job Purpose

To build, manage, and develop an IT Service team that ensures that our end users across the globe have a safe, secure, and enjoyable IT experience that enhances their ability to succeed in their roles.

The Role

The Service Delivery Manager will work directly under the Head of IT and will be accountable for the operations of the Service Desk and the IT Service Desk Analysts team members.

Our global staff will be your core internal clientele and you will combine your technical knowledge and people skills to deliver a highly responsive IT Service Desk.

You will join us with a strong understanding of customer satisfaction and a thorough understanding of the importance of driving best-in-class customer engagement to enthuse and delight while ensuring your defined SLAs, OLAs and critical metrics are attained.

You will be confident to further shape the Service Desk by implementing service reviews and improvements plans and help to deliver the IT service support strategy across all offices.

You will build for the future by recruiting and leading a team of global IT Service Desk Analysts. You will cultivate an environment for your team to deliver their best work and space for them to develop their careers. As the Service Delivery Manager, you will be accountable for training of these team members, and you will help develop team member performance KPIs.

As a key member of the IT Function, you will be actively involved with strategic projects aimed at improving the way the current Service Desk operates and how we can better drive the usage of tools that we currently have at our disposal.

You will proactively implement a consistent training schedule for our staff to attend to help improve basic IT knowledge across the company and drive changes in how sessions are delivered globally.

You will work alongside the Talent Acquisition Manager and the rest of POD to ensure that the IT function delivers onboarding and offboarding processes in the most streamlined way possible.

Your strong technical knowledge will enable you to act as an escalation point for the Service Desk Analyst team and you will further manage queries and complaints when raised.

You will identify the functions service shortcomings and drive improvements at the service level to reduce friction between the IT function and our colleagues in other parts of the business.

You will work to provide greater transparency around the performance and control of IT services.

You will continually review operational processes to ensure service is both relevant, timely and appropriate.

Who you will be working with

While your core interactions will lie within the function there will be ample opportunity to collaborate with just about everyone in the company. The key relationships will be:

- Internal: Head of IT – reporting to the Head of IT you will have a close working relationship and a high level of mutual trust.
- Internal: IT Service Desk Analysts – leading, developing and managing your reports.
- Internal: Branch Integrators – liaising with branch manager for local operations and matrix management.
- Internal: People & Organization Development – collaborating closely with POD to make sure our services are entwined to the best that they can be.
- External: Third Party Support – striking up partnerships with third party support for specialized or cover work.
- External: Cloud Service Provider – working with our CSP for licensing and managing of our Microsoft 365 tenant.

Level of budgetary responsibility

You will be responsible for the expenditure of an approved budget that covers licensing costs and hardware costs needed to support our end users.

What you will be doing

- You will plan and manage the long-term and day-to-day Service Desk operations.
 - Overview of ticket management
 - Asset compliance and relationships
 - Oversee the onboarding and offboarding service desk process.
 - Implement enhancements to the Service Desk through modules and automation.
- You will be a member of the escalation schedule, responding when needed to major incidents.
- Authorize purchasing of licenses.
- Authorize purchasing of hardware costs.
- Be the point of escalation for technical queries from first line.
- Manage and monitor the performance of service desk staff to ensure that they are performing their duties correctly.
- Ensuring relevant training resources are in place; both internally facing for the Service Desk Analysts and externally facing for our global peers.

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- Weekly 1:1 with Head of IT
 - Making sure we are getting the most out of SaaS subscriptions – especially MS 365 E5.
 - Hold regular forum meeting within the company to develop strategies to improve customer satisfaction with the IT department's services.
 - Investigate problems and opportunities in existing processes and contribute to recommending solutions.
 - Be accountable for the life cycle of assets.
 - Ensure that policies and procedures are followed to ensure the security of company data and assets.
 - Communicating with vendors and reviewing service contracts to ensure they are meeting the needs of the organization.

Outputs & Deliverables

- Monthly reports:
 - General Service Desk Analysis
 - Tickets by branch and by agent
 - Website Uptime
- On call schedule
- Policy updates
- Annual review
- Annual plan
- Authorizations of purchase orders
- 1:1 reports
- Internal process documents
- Knowledge Library are maintained.
- Communication of technical changes
- Monitoring the quality of responses to tickets
- Conducting performance reviews and appraisals

Measurable Outcomes & KPIs

- You will be measured on Service Desk performance, ensuring that our SLA's and OLA's are met and that end user satisfaction is high.
- The success of your role will largely depend on the success of managing your team.

What you will need

- Significant experience across all aspects of a Service Desk; from tickets to assets to workflows and knowledge bases.
- Strong technical knowledge of the Microsoft 365 E5 application stack, Microsoft Intune and Azure Active Directory.
- A strong understanding of technical terms and the fundamentals of virtualization technologies.
- An excellent team player with strong time management.
- The ability to organize your workload with an understanding to dynamically change depending on the needs of the current situation.
- A solid logical approach to problem solving.
- Good interpersonal and relationship-building skills, with proven experience in customer engagement.
- Project management skills to oversee and direct the completion of a project.

- Highly developed communication skills.

What we are looking for from you

You will have a high attention to detail and an obsessive passion for making things better while adhering to our strong principles surrounding security. You will be assertive but sympathetic to your decision making, while not being afraid to say No. You will be diplomatic in the escalation process and have a strong desire not be beat by any technical challenge that may arise.

You will be comfortable of meeting the needs of the business and be flexible in the hours you work to make sure our global team is looked after.

Your communication skills will embody the function as a whole and will be represented in a professional manner.

You will be confident in your work in that it meets a high standard and similarly you will set a high bar for your front line to complete their work at.

Beneficial skills and experience

- Experience working in an international context.
- Freshservice ITSM experience
- Experience in leading a team.
- Experience with recruitment processes

Pay and Conditions

Candidates will need to have the unrestricted right to work permanently in the relevant branch country. For this position, we are unfortunately unable to sponsor visas. It is expected that the majority of your initial induction and onboarding will take place in the office. We are happy to consider applications for hybrid, or remote working in line with our flexible working policy, subject to demonstrating task competency.

UK

Base Salary	From £40,000 per year depending on skills and experience
Hours	37.5 hours per week
Holiday	25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday
Health	Employee Assistance Program; Enhanced parental leave
Pension	3% employer pension contribution
Bonus	Annual discretionary performance-related bonus of up to 125% of monthly salary
Benefits	Hybrid working • Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time

About Inside Travel Group

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Broomfield, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, and InsideAsia Tours, established in 2012 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover. Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal

interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.
