

Job Title:	Client Service Delivery Manager
Status	Full-time
Reports To:	Head of Client Management
Location:	100 Leman Street, London / Customer site (TBC)
Hours:	Full-time Start time: 09:00 am, End time: 05:30 pm Monday – Friday
Holidays:	25 days plus Public Holidays

Company Overview

Exponential-e was founded in 2002 and swiftly established a reputation for innovation and positive differentiation in the technology market. The business was amongst the very first to see the potential for Ethernet in the UK market and was the first in Europe to design and launch VPLS networks. Throughout the history of Exponential-e, a focus upon leveraging developments in technology to deliver profitable and innovative services to our clients and prospects has resulted in industry and peer recognition for our pioneering approach in the market.

With an expansive and established portfolio spanning Cloud, Data Centres, Virtualisation, Disaster Recovery, Business Continuity, Security, Unified Communications and Voice, Professional Services and of course Networking, Exponential-e is extremely well positioned within the market to deliver needs of clients. The depth and breadth of the portfolio and the commitment applied to provision of exceptional service quality has enabled the business to secure the trust of more than 2500 business clients. With industry leading levels of customer satisfaction the capability of the business is underwritten by client reference-ability and ensured our entry to the London Stock Exchange's Top 1000 Companies to Inspire Britain in 3 successive years

Indeed, the business has delivered a compounded annual growth rate exceeding 28% in the last 5 years. Last year alone, the business delivered 43% year on year growth in new business sales performance and the first quarter of 2016 was the 5th consecutive record sales quarter.

Due to continued growth, Exponential-e is currently seeking highly motivated and driven sales professionals with genuine desire to earn well in excess of six figures. The sales compensation plan, which offers uncapped earnings potential pays 50% commission upon order and 50% deferred for two months. Quarterly and annual incentives offer still further scope for significant earnings. Many top performers within our business are exceeding earnings of £150,000 per annum.

We look forward to discussing your career development aspirations and ambitions with you!

Mission Statement

*Achieve the status whereby **Exponential-e 3.0** is formally acknowledged among our peers, competitors and clients as the most advanced and innovative business technology enabler in **The World**. A 'world-class company . . .'*



Exponential-e Ltd
100 Leman Street,
London E1 8EU



Telephone
+44 (0) 845 470 4001



Visit the website
www.exponential-e.com



Email
info@exponential-e.com



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Overall purpose of the job:

The role of the Client Service Delivery Manager (SDM) will focus on successfully establishing and maintaining operational relationships with the allocated Client to ensure end-to-end services support and enable current and future business needs.

Key responsibilities for this job: Key Priorities:

- Ensuring that implementations and ongoing services are delivered on time and meet client requirements by maintaining tight control over the project schedule, risks, scope of work and budget
- Building and maintaining strong client relationships, and participates in client meetings regarding performance to ensure client satisfaction
- Ensuring that Services are delivered in a manner that achieves the service level agreements;
- Financial analysis and reporting
- Efficiency and process improvement recommendations internally and externally;
- Building and maintaining strong client relationships, and participates in client meetings regarding performance to ensure client satisfaction
- Managing the delivery of contracted services to clients to ensure that SLAs (service level agreements) and KPI (key performance indicators) as defined in the relevant contracts are met or exceeded
- Developing strategic relationships with the client, building trust and profile within the Client's team
- Service review management, planning, preparation, reporting, CSAT management, risk management, major escalation and resolution ownership and reporting

Key Priorities:

Internal Customer management: Working across the business to ensure that Client service requirements are understood and act as an advocate and escalation point for the Client. The SDM will help identify improvements to the Clients services in response to changing business needs. The SDM will regularly report back to business stakeholders on the status of service delivery as well as gauge overall satisfaction with levels of service from Exponential-e, following up with the various teams to ensure service improvements are being driven where necessary.

Client Relationship Management: The SDM is responsible for overseeing all aspects of Client Relationship management - capturing any input, feedback, questions or concerns from the business in relation to the delivery of services and owning resolution. The SDM also communicates key messages about services to Business Relationship Managers to ensure that these are delivered to the business in a consistent and coordinated manner.

Service Management and Operational Teams: The SDM will need to engage the Account Management and Operational teams to understand, from an end-to-end service perspective, any changes and issues on technical components that may have an impact on the overall service. The SDM owns and is accountable for facilitating the teams working together to execute operational and strategic plans for service improvement.

Commercial Management: Identifying upsell and retention opportunities and managing them through to completion with Sales teams. Managing all associated change management and change control processes within a multi-faceted, highly complex contract framework.

Knowledge and experience required:

- Demonstrable experience in defining strategic approach and managing challenging breadth of tasks and resources whilst delivering exemplary client relationship management and service level (SLAs) management
- Experience working with large enterprise client accounts as an Account Manager/ Service Manager / Delivery lead
- Experience in a service orientated environment with a broad cross section of experience covering sales, provisioning, project management and Client management
- Has worked in ISO9001 and ISO20000 environments or has knowledge of these
- Has extensive experience of contract schedule creation, management, adherence and negotiation
- ITIL qualification
- Has defined, managed and delivered client SLAs, KPIs and associated Service Credit management, control and customer negotiation



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