



## Service Delivery Executive

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| Location      | London; office and remote with at least one day in the office each week |
| Industry      | Management Consulting; Technology/Digital                               |
| Contract Type | Permanent; full time  |
| Salary        | From £35,000  |

Would you like to be part of a company with the energy of a start-up but which competes with 'The Big Four' for clients? Could you support us to deliver digital transformation with our clients in areas that matter?

This is an exciting opportunity for someone passionate about delivering excellence, good at working with people, and brilliant at making things happen. You'll need to be able to think things through logically, have excellent attention to detail and be organised and structured to work across multiple things at the same time.

We think this role could be great for someone with previous experience in providing administrative support to a senior team; or who has played a PMO Analyst or project management / coordination role. Could this be you?

### Who we are

We are a boutique consultancy specialising in service, product and business design, information, digital and technology. We help our clients transform their organisations and services. We have a diverse client portfolio across the public sector. Some of our most recent clients include large government departments, charities and technology companies.

We've grown steadily over the last few years, regularly winning high-profile work and getting plaudits for our delivery. We have an outstanding team of people and a high-performance culture. Our tight-knit team has experience working within various industries and brings diverse skills and experiences. Some of the qualities that make our people stand out include an ability to apply their skills and experience to a wide range of areas, to pick things up quickly, and to grapple with unknowns and ambiguity. We make the complex, simple.

### **The role**

We are looking to hire a couple of Service Delivery Executives to support the company's growth. You will work as part of our Service Delivery team led by the Director of Service Delivery, working directly with our Account Managers and alongside our Commercial Administrator. You'll also work closely with the recruitment and people team, finance team, and our delivery teams, building relationships across the company.

Our Account Managers manage a portfolio of contracts and projects and are responsible for putting together and delivering excellent services for our clients. You will work directly with the Account Managers to support them in achieving these outcomes and ensuring our service delivery is managed well. We want you to help us manage our service delivery operations by using your analysis skills and good attention to detail, to assess and cost options, creating and populating documents (using templates); maintaining our files; logging and tracking tasks, and producing reports. We're looking for someone who is well-organised, with good attention to detail and highly professional. You'll need to be good at absorbing information and playing it back clearly and accurately (verbally and in your written communications), with strong analysis and planning skills. You'll also need to have good skills in document production, be good at using spreadsheets and databases. These skills will enable you to give the right impression of the company.

### **Your detailed responsibilities**

You will ensure we deliver excellent work for clients by:

- Supporting the Account Managers with putting together the best resourcing approach for each engagement. Specifically,
  - Assessing how we might resource projects, based on client requirements, typical resource configurations, and availability
  - Pricing and costing work based on different configurations
  - Preparing responses to Statements of Work
  - Sharing Statements of Work with the team for review and collating and synthesise feedback and comments

- Setting up conversations with the client and Account Manager to discuss the Statement of Work so that we can work through what is required, any questions, and how we propose to deliver the services
- Seeking sign off from the Managing Director on how we propose to deliver the Statement of Work (what services we intend to use and the services we propose to provide, and how we intend to resource them, along with the price to the client and the cost to us)
- Providing updates to the team (delivery team, rest of Service Delivery Function, Finance team, and other key players) on Statements of Work so that everyone is aware of new work coming or changes to existing work and how we are proposing to deliver the work
- Maintaining a robust Change Control Process to keep everyone sighted on any changes (including any changes to the Statements of Work during the assignments)
- Ensuring that relevant Statement of Work documentation is stored accurately and accessible to those who need it
- Ensuring records are kept up to date, accurately and in a timely fashion so that you (and others) can track the status of the Statements of Work and access the relevant details easily
- Ensuring that the client signs the Statement of Work and making sure we have the necessary approvals to proceed with the work
- Responding to queries from the client contract management team and our team about Statements of Work, with clear, confident, accurate and timely communications.
- Working with the Commercial Administrator to make sure contracts for any Associates working on the project are set up and updated with the relevant details when they move on to a new piece of work
- Writing briefs to support the Recruitment team with sourcing people to deliver services for a specific project(s). These briefs include details about the project, required service, timescales, and target pay-rates where we think we will need to recruit Associates.
- Updating our records with details about which people are working on each project (and their associated details – e.g. rates)
- Supporting the Account Managers with setting up projects, specifically:
  - Providing the team with details about the project they are joining and onboarding activities (tracking and managing these to ensure they are completed)
  - Making sure the team have access to the right equipment and tools
  - Liaising directly with the client about team introductions and co-ordinating day one arrangements/kick-off meetings
  - Welcoming and introducing people on the project team

- Responding to queries from the team about the project (seeking input from others where needed) – e.g. questions about tools and system access, how to make an expense claim, how to complete their timesheets
- Identifying people who are available and suitable to act as Project support/check-in with each person in the project team
- Setting up and coordinating regular check-ins on our live projects and engagements between the client, Account Manager and yourself; and separately between the project team, Account Manager and yourself so we can make sure things are on track, and we can monitor the quality of our work. Coordinate input from the broader team to these conversations and prepare agendas. Record and follow-up actions from these conversations, including taking on some of these yourself.
- Preparing reports and agendas to support client contract management meetings – seek input from the team, prepare the reports and follow up on any actions
- Reviewing project status reports from the delivery team and flagging where follow-up might be required
- Managing project offboarding activities, including ensuring the team store final deliverables, writing case studies, and gathering client feedback
- Creating and maintaining a detailed calendarised forecasted view of how we are proposing to deliver services (number of days) on each project and ensuring this is updated by the Finance team with data on how we have actually delivered the service(s). Remodel the forecast to reflect changes in scope, timing, and resources.
- Contributing to the development of the Service Delivery Function and processes as we grow and develop

### **Your skills, experience and personal qualities**

You will need to be well-organised, precise, reliable and flexible. We are looking for someone with:

- Experience in providing administrative and coordination support in a busy team, working with senior stakeholders and across multiple areas
- Ability to manage a busy workload, working to deadlines and (re)prioritising as needed while remaining calm
- Ability to pay close attention to detail, checking own work and following processes carefully
- Ability to produce high-quality outputs that are accurate and well presented, using a range of different business tools and packages to do this – creating well-formatted word documents, slides and spreadsheets, using in-built styles and headings, charts and diagrams, using spreadsheets to set up and carry out calculations
- Ability to keep information well-organised, whether in Sharepoint, databases or G-drives, using folders, links and tags; keeping track of which sites and folders to use for

what and keeping sensitive information safe (following instructions and applying your common sense as well)

- Ability to think through how to set things up (e.g. how to design a form or template, or how to get other people to record information) for processes to work smoothly
- Excellent verbal and written communication skills – you will be communicating with a range of people, including our team and senior stakeholders in client teams, so your communication must be clear, accurate and professional. Your emails and messages should be easy to follow and well presented with good spelling and grammar.
- Ability to work well with others as part of a team, to be flexible and to adapt to change