

Senior Service Management Consultant



Our business is founded on excellence, innovation and integrity. As a Service Management Consultant you will deliver world class business critical support services with these key objectives in mind. As a driving force behind the long-term management and growth of our Client relationships, you will play a critical role in realising lasting improvement to Clients' operational business through expert knowledge of their people, processes and systems.

Our ability to tailor our Service Portfolio to meet the specific needs of each Client is one of our key differentiators. This ensures that our Clients receive precisely the services that their business needs. It won't surprise you that this approach to Service Management Consultancy requires a high degree of collaboration with our Clients, and so you and your team must possess excellent interpersonal and management skills to complement your proven practitioner ability.

The people, processes and systems that we support all play a business critical role, and so you must be tenacious in owning the management and resolution of assignments with sensitivity and empathy for every Clients' unique situation and requirements.

If you are looking for a career in a commercially and technically demanding environment, where you and your team can truly make your mark and earn an enviable reputation, then we want to hear from you.



➔ Skills and Experience:

Commercial:

- Accomplished in planning and estimating schedules, resourcing and costs for delivering high-value services.
- Strong commercial awareness, particularly in identifying and managing risk, change and delivery within a commercially agreed scope.
- Experience/ability to proactively identify and position new high-value service offerings to Clients.
- Experience/ability to proactively identify and position increased value to Clients through services that they already receive.
- Experience supporting the definition of commercial frameworks, including Service Level Agreements and Operating Level Agreements.

Leadership and Management:

- Ability to inspire, motivate and lead talented teams and individuals to achieve their potential.
- Experience/willingness to identify and champion relevant professional standards through appropriate body membership and engagement.
- Goal oriented management of teams comprising both junior Consultants and sub-contractors.
- Experience in managing the development of teams and individuals through coaching and recruitment.
- Experience managing assignments containing multiple Service Management work streams.

Practitioner:

- Experience of industry standard methodologies such as ITIL and PRINCE 2 (ITIL and/or PRINCE2 certification desirable).
- Commercial experience in practicing and tailoring ITIL Service Management disciplines such as Incident, Problem and Release Management.
- Experience in transitioning and supporting enterprise level solutions within an operational environment.
- Knowledge of service critical enterprise solution requirements, including performance, availability, scalability and reliability.
- Superb interpersonal skills with experience of Client liaison across all levels of an organisation.
- Excellent business writing skills, as well as polished document preparation, meeting management and presentation experience.
- Proven work planning, prioritisation and organisation skills.

➔ Essential Attributes:

- Possess strong all round interpersonal skills, with an ability to analyse problems and exercise good judgement in finding effective solutions.
- Be creative and thorough, with excellent attention to detail and an understanding of the importance of quality.
- Be motivated by achievement and fulfilling their potential.
- Positive, flexible and adaptable with a 'can-do' attitude to overcoming challenges (that are not always technical).
- Enthusiastic and responsive when working within a team, determining a course of action and focusing efforts to deliver.
- Conscientious and diligent so that your team feels confident that you can be entrusted with ownership and accountability.

If you believe you are the outstanding Senior Service Management Consultant that can take on this challenging and key role, then this is a genuine opportunity to develop your own career by helping us bring out the best in our very talented and career minded people.

Please write to us enclosing your CV and a covering letter explaining your suitability for the role and why you want to work for Informed Solutions. Address your application to Emma McGrail, Personnel and Professional Development Services, Informed Solutions, The Old Bank, Old Market Place, Altrincham, Cheshire, WA14 4PA or e-mail cvs@informed.com. Quote reference SSMC1008 for this role.

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