

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:

- Ability to plan and estimate schedules, resourcing and costs for the delivery of individual Service Management assignments.
- Ability to support senior colleagues in the definition of Service Level and Operating Level agreements and projects.
- Sound commercial awareness in identifying and signposting breaches of commercial agreement (e.g. breach of SLA).
- Sound commercial awareness in identifying and signposting risks, and potential business opportunities to senior colleagues.

Leadership and Management:

- Ability to proactively work alongside peer consultants, sub-contractors and alliance partners in the delivery of assignments.
- Ability to manage a Service Desk, acting as the key point of contact for all Client service issues and queries.
- Ability to undertake service issue qualification, including planning and coordination of appropriate resource for resolution.
- Ability to proactively identify issues that may impact the provision of a service, and concisely communicate these issues to senior colleagues.

Practitioner:

- Experience of working within industry standard Service Management methodologies such as ITIL (ITIL Foundation certification desirable).
- Commercial experience of practicing and tailoring Service Management disciplines such as Service Desk, Incident and Problem Management.
- Experience in transitioning and supporting enterprise level solutions within an operational environment.
- Understanding of service critical enterprise solution requirements, including performance, availability, scalability and reliability.
- Understanding of enterprise solution design, including database design, business rules design and user interface design.
- Excellent interpersonal skills with experience of face-to-face Client liaison.
- Polished technical and business document preparation skills suitable for a wide variety of audiences.
- 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 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 SMC1008 for this role.

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