

# AVP Service Operations

## Job Description

### Purpose Summary

You'll be responsible for managing the success of our customers' implementation programmes and delivery of projects with an excellent service. You'll be a pro-active manager who is able to provide commercial success for our business and services that ensure profitability as well as adding real value and retaining our customer portfolio.

The key areas of responsibility for the AVP Service Operations include:

- Project Delivery
- Professional Services
- People Management

### Skills, Experience and Qualifications

#### Essential Skills and Experience

- A relevant degree or equivalent level of education
- Prince2 practitioner or equivalent project management qualification
- ITIL service management certification
- Demonstrable experience in a similar role, including the delivery of transformation projects and the commercial management of projects
- Experience of implementing financial commercial systems
- Previous experience in a Commercial Manager or Accounting role
- Experience of managing third party suppliers / resellers
- Experience of managing teams

#### Competencies

- Delivering commercially successful projects and services to a high standard will inspire you.
- You will want to be part of something special and contribute to the success of the team.
- You will be a passionate individual who has the ability to influence others, including strong personalities in the business and in our customer organisations
- You will be articulate, with excellent communication skills and ability to build rapport fast.

- You'll be an experienced people manager, with demonstrable experience of managing performance in a commercial / operations environment.
- Excellent planning and organisational skills to manage a high number of customer projects and services without compromising on quality, with good time management and the ability to prioritise
- Experienced in financial management and budgets
- Calm and objective, including when working under pressure, with the ability to provide direction.
- Strong technical, analytical and problem solving skills with the ability to find innovative solutions.
- Highly accurate with excellent attention to detail and data management skills
- Self-motivated, commercially minded and confident in using systems and data for analysis and reporting
- Strives for high standard of professionalism, focused on quality in all aspects of service delivery, ensuring that Causeway is represented professionally
- Tenacious, highly energised, passionate and committed, determined to achieve amazing results and make an impact, delivering to high standards and delighting customers
- Willingness to continuously develop own knowledge and skills and share knowledge with colleagues for the benefit of customers and the organisation.

## Principal Responsibilities

### **Project and Service Delivery**

- You'll be responsible for overseeing the delivery of assigned customer projects and services for the business unit, ensuring that revenue opportunities are maximised, profitability targets are met and that the customer has a positive experience with Causeway.
- You'll ensure that customers' business requirements and objectives are analysed to ensure successful delivery of projects.
- You'll be responsible for ensuring that project success criteria is identified and progress is monitored against the criteria
- You'll be responsible for process compliance, risk management, documentation and for driving change control on all projects
- You'll be responsible for ensuring that all project governance requirements are met
- You'll be responsible for managing and responding to any customer escalations from projects, liaising with project managers, implementation consultants, technical engineers and customer support teams where necessary to ensure that all problems are resolved
- You'll participate in business unit leadership meetings, customer engagement meetings and steering committee meetings to ensure successful management and delivery of projects
- You'll build positive relationships with customers, aiming to build confidence and delight them

- You'll be responsible for ensuring that project reviews are carried out to evaluate customer success and identify areas for improvement
- You'll aim to delight our customers and encourage customer retention and referrals.

## **Professional Services**

- You'll ensure that a thorough and successful handover of new projects from sales to services is conducted so that all project success criteria and expectations are noted, risks and issues flagged, and project specific requirements captured.
- You'll be responsible for P&L accountability for the business unit, including commercial management of customer projects and services and for monitoring and managing all costs
- You'll be responsible for resource planning, including skills mapping and distribution, ensuring that the correct level of skills are available for project and service delivery at all times.
- You'll be responsible for managing and monitoring utilisation of the team, ensuring that projects are delivered at the earliest opportunity, revenue opportunities are maximised and revenue targets are achieved
- You'll be responsible for timely and accurate forecasting and reporting and for ensuring that all psf's are submitted in a timely manner for invoicing
- You'll work with the business unit sales team to provide input into proposals and solutions and you'll identify opportunities for additional services to maximise revenue
- You'll have a professional but friendly communication style and ensure that accurate and well communicated responses are provided to all queries

## **Team Management**

- Lead, manage, coach and motivate the customer engagement team to ensure that they successfully deliver projects within the customer base and achieve our service delivery targets.
- Ensure that the team carry out all activities as described in their job descriptions
- Ensure that company values are reflected in own work and behaviour as well as that of the team.
- Monitor activity levels to ensure that the team consistently achieve required metrics and targets
- Ensure proactive and timely updates to delivery progress is recorded in the business systems, so that the business has access to accurate professional reports and forecasts in real time.
- Work with the COO and HR team to ensure that objectives, goals and targets are set and regular performance feedback is provided.
- Maintain a positive and engaging work environment for the team, ensuring a fair and consistent approach, implementation of company policies and processes and a good work life balance.

Such other duties as the management may from time to time reasonably require.