

Since our inception, the Dataspire team has always been passionate about education, almost as much as we're crazy about IT.

Our focus has been simple: to work in partnership with schools of all sizes in creating dependable and high-performing IT environments which ensure staff have total confidence in using ICT to deliver outstanding learning environments for their students.

Job Description

Job Title: Service Relationship Manager

Responsible to: Head of Service Delivery

Main purpose of the role:

- To be responsible for the continued development of Managed Service sites through regular Service Management, Service Design, Service Transition and Continual Service Improvement ITIL Practices.
- To identify and progress sales opportunities utilising internal sales procedures and systems.
- To act as a role model and to influence and inspire all Managed Service staff to provide quality customer service and positively promote the company's reputation and service delivery.
- To own all Service Delivery escalations from the customer and manage to completion either personally or via your network of support within the wider Dataspire team and beyond.
- To support Dataspire goals and manifest the company mission statement, values, ethics and guiding principles in your own approach.
- To support, encourage and drive improvements by taking a proactive and supportive approach in line with the Dataspire key principle "One Team – Stronger Together".

Main Duties in the Role

Delivery of Service

- To ensure that all Managed Service systems, processes and methodologies are implemented/maintained effectively to agreed Dataspire standards and drive the adoption/improvement of adherence to this standard defining where necessary.
- To locally manage the Change Control process with the Service Operation/Managed Service Team with support from wider Dataspire team and ensure compliance with the Change request and the Change Control processes.

- To liaise with third-party suppliers/partners on behalf of the client/company and manage escalation where required as part of Change Control or otherwise.
- To ensure you produce and make available monthly service reports to customers and internally to Dataspire where required.
- To ensure Service Reviews are completed with the customer to Dataspire agreed standard, consistently and at regular, mutually agreed intervals.
- To own all escalations from the customer and manage to completion either personally or via the wider Dataspire team.
- Fully manage Business Continuity Planning including ensuring full awareness with the customer and to work with the wider Dataspire team to define, implement, test and establish in line with ITIL Service Continuity Management Practice
- To lead and work alongside the Operations Team to handle communications and drive solutions/technical response to any major incidents and outages of service to Managed Service customers and to facilitate mobilisation of wider support to manage incidents/Major incidents and Problem investigations.

Development of Service

- Drive forward the Problem Management tickets for your sites by influencing the support function in the best interests of your customers.
- To lead and engage in Service Design/delivery around Managed Service systems, processes and methodologies to improve the delivery performance and efficiency.
- To lead and engage in Service Transition/improvement activity to ensure seamless adoption of new services and processes by engaging and working closely with Project Delivery and employing the ITIL practice of Organisational Change Management (OCM).

Sales Management

- To attend and steer regular customer meetings around the investigation of new initiatives at customer sites which can lead to sales opportunities and to Showcase new technologies
- To promote Dataspire products and service catalogue with customers and support marketing initiatives.
- To use agreed internal sales systems to request, monitor, manage and chase sales opportunities. To work with Dataspire to manage any Sales Delivery issues.
- Attend and assist with 3rd party meetings when partners are performing ICT support/Change work on behalf of Dataspire; QA any sign off process with such partners and ensure third party engagement/Change Control processes are adhered to.
- Work with the wider Dataspire team to ensure all customer licencing requirements are monitored and managed as part of your Licence management process.
- Manage ICT 3/5yr Procurement Cost Model.
- Provide costed proposals as required for hardware, software, services etc.

- To perform regular Continual Service Improvement assessments of current Managed Services and processes and maintain a central Service Improvement Register in line with ITIL.
- To undertake Supplier Management to ensure the smooth operation of the Managed Service.

Customer Service, Relationship Management & Customer Strategy

- To develop and maintain business relationships with key customer and internal stakeholders.
- To undertake regular service reviews with Managed Service customers to ensure utility and warranty of service and to ensure appropriate levels of value and perceived value is met whilst ensuring a forward trajectory is maintained by reviewing actions taken since the last review.
- Monitor the levels of customer service and manage any concerns or issues over customer service levels to resolution including implementation and negotiation of any new Service Level Agreements.
- Development and implement the provision of effective Management Information (MI) and customer reporting for both internal and external consumption
- Represent, and be an advocate for the client at project meetings, major incidents and all internal discussions to drive performance and to replay back to customer in line with your relationship style.
- Continually review the service provided to the customer and utilise Service Design techniques to improve.
- Chiefly manage communication and feedback between the school and Dataspire.
- Create and update ICT strategy document and provide strategic input to school leaders.
- Develop your school's Continuing Professional Development (CPD) plan and ensure delivery.

Documentation

- To produce, maintain, facilitate and coordinate production of documentation to the rest of IT Support and Service Desk underpinning and where necessary establishing process.
- To produce, maintain, facilitate and coordinate production of documentation to support first line fixes.
- To produce, maintain, facilitate and coordinate production of documentation to support onboarding of new customers.

Values, Ethics & Behaviours

- To support Dataspire goals, values, ethics and Dataspire guiding principles (focus on value, start where you are, progress iteratively with feedback, collaborate and promote visibility, think and work holistically, keep it simple and practical, optimise and automate) in your own approach

- To support, encourage and drive improvements across Dataspire (People, Processes, Partners and Products) by taking a proactive and supportive approach in line with the Dataspire key principle **“One Team – Stronger Together”**.
- Encourage, promote and be a champion of the core values of Dataspire encapsulated in our Mission Statements: “To develop our positive culture and nurture Dataspire employees with collaborative development in a respectful and inclusive environment that promotes equality with integrity, whilst keeping the customer at the heart of all we do”.

Join the Dataspire Team!

If you are interested in joining the Dataspire team, please send us your CV, along with your expression of interest to careers@dataspire.co.uk