



Role Profile: Service Relationship Manager

Since our inception, the Dataspire team have 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.

Key Contact Information

COMPANY DETAILS

Dataspire, Lowry Mill, Lees Street,
Manchester M27 6DB

KEY CONTACT

Customer Relationship and Success Manager
info@dataspire.co.uk
0345 603 1233

SUPPORTING CONTACT

Operations Director

80

full-time staff

250+

successful major projects
delivered into schools
since we started

96%

of issues resolved
within our SLA

Lots

of times we have gone
above and beyond
for our clients



100%

of our business from
education sector

60K

IT issues logged into our
service desk in the
last 12 months

95%

Contract Retention Rate



Job Title: Service Relationship Manager

Salary: £34,000 – £45,000 (London Weighting)

Base: Southern Region; Home based, Travel to sites will be required.

Benefits:

- Car allowance
- All equipment provided
- 32 days holiday (incl. Bank Holidays)
- Mobile phone allowance
- Uniform provided

About the Role

An exciting new opportunity has arisen for a Service Relationship Manager in the Southern Region to join Dataspire Solutions Ltd. This fantastic role will see you providing world class customer service to our customers in the Education Sector.

As Service Relationship Manager your Main Duties are:

- 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 balancing the needs of the customer with the needs of the business, managing feedback and driving improvement within either area accordingly.
- To own all Service Delivery escalations from the customer within your region and manage to completion either personally or via your network of support within the wider Dataspire team and beyond via the escalation process or otherwise.
- To work with Central Ops to translate risks identified within Site Risk Registers/Dataspire tools into commercial opportunities via Sales Through Service and defining customer strategic approach including brand new strategies and/or defining Dataspire's strategic objectives within customer existing strategy.
- To conduct Service Reviews with customer at mutually agreed regular intervals to Dataspire standard.
- Support operational activity, project delivery and Dataspire ITIL practices and be the escalation point within your Region for all contract disputes, operational improvements/feedback.
- To identify and progress sales opportunities utilising internal sales procedures and systems.
- To work with the Network & OSE Manager to ensure all ticket queues for your sites are checked and managed daily taking opportunity to lead improvement of service where appropriate.
- To support Dataspire goals and manifest the company mission statement, values, ethics and guiding principles in your own approach.

Role Detail

1.1 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 drive problem management process by facilitating Problem review meetings and driving the request for resolution.
- To liaise with third-party suppliers/partners on behalf of the client/company and manage escalation where required
- 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.
- Work with Customer Relationship & Success Leader to 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 work alongside the Managed Service 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.

1.2 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.

1.3 Sales Management

- To attend, facilitate 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.

1.4 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.
- 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.
- Work alongside the Customer Relationship & Success Leader and Director of Managed Services to create and update ICT strategy document and provide strategic input to school leaders.

1.5 Onboarding New Customers

- Work with onboarding teams to support new customer adoption including TUPE support/orientation of newly onboarded engineers and technical service adoption.
- Work with onboarding teams to understand and address CSA's (Vulnerability Assessment, RAG Status, Risk Assessments) and translate into initial action plan by utilising Central Ops and where required Implementation/Project Delivery within the first two months of onboarding.
- Facilitate the new customer action plan adoption piece from cradle to grave immediately following onboarding handover.

1.6 Onsite Senior Support

- To ensure backfill cover is facilitated and managed appropriately working with the Network & OSE Manager.
- To be an On-Site senior presence for Major Incidents from start to finish supporting the efforts to resolve the Incident and managing all client communications personally.
- To identify opportunities to bolster support On-Site as and when required.
- To work with the Network & OSE Manager to coordinate and manage Asset Management plan for each site.
- To with the Network & OSE Manager to coordinate and manage the housekeeping tasks as in-fill work or full-time during term breaks.

1.8 Third Parties

- To document, understand and work with customer to manage third party relationships including making cases for Change and reporting on service level performance internally and externally.

- To document, understand and maintain the status of SSL certificates and license requirements in order to facilitate the renewal of such with no impact to service.
- To document and maintain the central status of SSL certificates and license details of your sites centrally within Document Library
- To share the maintained data log of Third Parties for each of your sites centrally within Document Library.
- To manage Third Party engagement process.

1.9 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.

1.10 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".

Apply now if you would like to be considered for our Service Relationship Manager role.

More about Dataspire Solutions

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.

We offer a wide range of job and career choices in education technology services, so if making a difference and being part of a dynamic team is your thing, then working at Dataspire is the way forward.



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