JOB DESCRIPTION

Section 1: General information	
Job title:	Service Delivery Manager
Department:	IT
Reports to:	Head of IT
Section 2: PenCarrie's story and purpose	

PenCarrie's story:

With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.

PenCarrie's purpose:
The distribution partner that enables exceptional customer success.

Section 3: Purpose and responsibilities of the role

Main purpose of role:
The IT Service Delivery Manager will be responsible for the delivery of IT services across PenCarrie. This role will involve managing incident, problem, and change management processes, as well as ensuring effective service level management and overseeing service desk operations. This role requires close collaboration with technical teams, business stakeholders, and external service providers to deliver reliable, high-quality IT services that align with PenCarrie's business objectives. The manager will also drive continuous improvement initiatives to enhance user experience and operational excellence.

Main responsibilities:
1. **Strategic Service Design:**
    - Collaborate with business leaders to design, evolve, and implement a forward-thinking IT service roadmap.
2. **Stakeholder Collaboration:**
    - Develop and maintain strong relationships with internal users, external customers, key vendors, and IT service providers, ensuring optimal service delivery and cost efficiency.
    - Engage with users to gather insights and feedback, using this to drive continuous service enhancement.
3. **Service Desk Leadership:**
    - Manage the IT service desk team, ensuring timely and effective responses to incidents, requests, and issues.
    - Provide guidance to deliver resolutions aligned with business expectations.
4. **Operational Excellence:**
    - Oversee the development and maintenance of the Service Catalogue, ensuring resources and inventory are available to meet organisational demands.
    - Drive adherence to ITIL standards and best practices to optimise service management processes.
    - Develop and implement service continuity plans, ensuring resilience and minimising disruptions.
    - Oversee the IT service delivery budget, ensuring cost-effective operations.
5. **Incident and Problem Management:**
    - Lead major incident responses and root cause analysis, ensuring resolution plans minimise future disruptions.

6. **Change and Transition Management:**
    - Ensure effective transition of new or updated services into production, maintaining updated documentation and processes. Participate actively in IT Change Approval Boards to advocate for user-centric outcomes.
    - Work closely with cybersecurity teams to ensure services align with organisational security policies.
7. **Continuous Improvement:**
    - Review feedback and metrics to identify trends and opportunities for improvement. Implement strategies to enhance productivity and user self-sufficiency.
    - Identify opportunities for automation and self-service technologies to enhance operational scalability.
8. **Performance Monitoring and Reporting:**
    - Measure and report on service levels, SLAs, and KPIs. Use these insights to make data-driven recommendations for service enhancements.
9. **Training and Development:**
    - Ensure staff are equipped with the tools and training needed to maximise their efficiency and utilise IT resources effectively.

Section 4: Person specification

Knowledge, skills and experience required:

Essential
- ITIL certification and demonstrated application of ITIL principles.
- A minimum of 5 years' experience in IT service management, encompassing service desk leadership and IT operations.
- Proven ability to diagnose and resolve complex hardware, software, and networking issues.
- Advanced knowledge of IT tools, including Jira, Confluence, and Microsoft Office Suite.
- Strong leadership and people management skills, with the ability to inspire and develop teams.
- Exceptional written and verbal communication skills, tailored for diverse audiences.
- Strong analytical and problem-solving skills, with a focus on customer outcomes.
- Experience with data analytics and reporting tools to optimise service performance and predict trends.

Desirable
- Background in B2B industries or software development.
- Experience driving service excellence in a rapidly changing environment.
- Awareness of emerging technologies and their potential to enhance IT service delivery.
- Experience aligning IT operations with organisational sustainability goals.

PenCarrie Values

We're dedicated to customer success
- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

We build strong and respectful relationships
- We create a kind, safe and inclusive workplace where everyone feels they can thrive

- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

We look forward and embrace change
- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

We're proud of everything we do
- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

We grow responsibly
- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities

Section 5: Job description prepared by
Job title: Head of IT **Date: November 2024**