

Job Title	Service Delivery Manager
Department	IT
Reports to	Technology Support Services Manager
Grade	Technical Tier 1
Working Arrangements	Hybrid working in line with WWU policy, with regular travel to WWU offices and depots across Wales and the southwest of England. Out-of-hours availability will be required to support major incidents and changes.
Purpose & Overview	Wales & West Utilities keeps gas flowing safely to 7.5 million people across Wales and the southwest of England. Our IT services are central to that, from the SAP and mobile workforce systems our field colleagues rely on around the clock, to the cloud platforms and end-user technology that support everyone else. As Service Delivery Manager, you will own the end-to-end performance of a portfolio of IT services delivered largely through our strategic partners and suppliers. WWU acts as the service integrator, with our Service Delivery Managers co-ordinating and holding multiple partners to account against agreed service levels, KPI's and contractual obligations. You will be capable of translating technical performance into business outcomes, and lead continual improvement so that colleagues get reliable, secure, and easy-to-use technology. This is both a business-facing and a technical role. You will collaborate closely with partner Service Delivery Managers, with IT colleagues across our Technical, Problem Management and Commercial & Contracts teams, and with service consumers across WWU, keeping our Service Catalogue accurate, meaningful, and written in language colleagues understand. We recruit for values as much as for skills. You will role-model WWU's values: • We are proud to serve together • We make a difference • We challenge ourselves • We do the right thing You will be confident, engaging stakeholders at every level, comfortable leading challenging conversations with partners, and motivated by delivering an excellent experience for our customers and colleagues.
Key Accountabilities	Service performance and partner management • Own the day-to-day delivery and performance of assigned IT services and products delivered through WWU's partners and suppliers, against agreed SLAs, KPIs and contractual obligations • Lead regular service reviews, risk reviews, service improvement reviews, etc. with partners, using performance

	data to drive accountability, resolve issues and agree improvement actions. • Manage Service levels, reporting on where partners do not meet these obligations including any service performance scheme that is contractual. • Function as the escalation point for service issues, spotting trends, and risks early and managing dissatisfaction before it escalates through clear, proactive communication. • Own and maintain a contractual obligations tracker for each of our current partners, setting out what each partner is contractually obliged to deliver (services, service levels, deliverables, reporting and improvement commitments), monitoring delivery against it and pursuing any shortfalls through service reviews and with the Commercial & Contracts team. • Work with the Commercial & Contracts team on supplier performance, contract schedules, renewals, and re-procurement, making sure service requirements are clearly defined and measurable. Service management and operational resilience • Ensure effective incident, major incident, problem, and change practices across partners, working with the Problem Management team to tackle root causes and prevent recurrence. • Support operational resilience for a 24/7 emergency service business, including service continuity, IT disaster recovery testing, and major incident communications. • Lead service transition for new and changed services, ensuring operational readiness, acceptance criteria, documentation, and support models are in place before go-live. • Maintain the Service Catalogue and contribute to accurate service configuration data (CMDB), mapping technical services to the business outcomes they support. Continual improvement and customer experience • Develop and deliver a continual service improvement plan with short-, medium- and long-term goals, building the business case for budget and resources where needed and tracking benefits. • Map customer journeys and pain points, using feedback, satisfaction and experience data to prioritise changes that improve colleagues' experience, particularly for our field-based workforce. • Champion self-service, knowledge management and automation to shift work left, reduce demand and improve resolution times. Governance, risk, and compliance • Ensure services meet security, governance, legal and regulatory requirements, including the NIS Regulations and Ofgem's Cyber Assessment Framework (CAF), working with the Cyber Security team to track partner remediation and vulnerability management.
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	• Provide clear, data-driven reporting on service performance, risks and improvements to IT leadership and business stakeholders. • Maintain financial awareness of the IT assets, licences and resources used to deliver services, supporting value for money and cost optimisation.
Skills & Experience	Essential • Proven experience as a Service Delivery Manager, in a complex and fast-paced organisation supporting 2,000+ users. • Strong record of managing outsourced, multi-supplier services within a SIAM model, holding partners to account through SLA, KPIs and service credits. • Ability to draw on strong business and technical skills across internal IT teams and partners alike, bringing them together to resolve issues and improve services. • Solid working knowledge of ITIL 4 practices, particularly service level management, supplier management, incident, problem, change enablement, and continual improvement. • Good technical understanding of modern infrastructure and applications: hybrid cloud (e.g. Microsoft Azure), SaaS, on-premise data centres, end-user computing and mobile. • Experience of supporting enterprise applications, including SAP and GIS. • Commercial awareness, including negotiating and agreeing service levels and contract changes in a multi-vendor environment. • Experience of transitioning new or changed services into live operation. • Confident using data to tell a story, building, and interpreting service reports and dashboards (e.g. Power BI) and working in enterprise ITSM tooling (e.g. ServiceNow). • Excellent communication and influencing skills, able to explain technical issues to non-technical audiences and lead difficult conversations constructively. • An analytical, structured problem-solver who stays calm under pressure. • Collaborative and adaptable, comfortable with changing priorities. Desirable • Experience in Utilities, critical national infrastructure or another regulated, 24/7 emergency service environment. • Experience supporting a large mobile or field-based workforce and related solutions, such as mobile workforce management, GIS and mapping, and mobile device management. • Familiarity with cyber security and resilience frameworks such as the NCSC CAF, the NIS Regulations, ISO 27001, or Cyber Essentials. • Experience defining and using experience level agreements (XLAs) or digital employee experience (DEX) measures. • Exposure to automation, or Agile and product-based ways of working.

Qualifications	• Degree level education likely • ITIL experience and associated certification
Job Dimensions	• Manages relationships with WWU executive and senior managers and with partner and vendor operational and technical teams (approx. 400 support staff across onshore, nearshore, and offshore partners). • Services are used by c.2,000 colleagues, the majority field-based and working in a 24/7 emergency service environment. • Works with the Head of Service to shape the service delivery strategy; with the Business Integration Manager to secure IT Capex funding; with the Head of Strategy & Architecture to align with the wider IT strategy and roadmap; and with the Cyber Security team on security and compliance.
Measures of Success	• Partner SLA, KPI and experience targets met or improving • Fewer repeat incidents and reduced business impact from major incidents • Improving colleague satisfaction and experience scores • Service improvement plan delivered to schedule, with benefits tracked • Contractual obligations tracker complete and current for all partners, with shortfalls actioned • Service Catalogue accurate and current • Audit and regulatory actions within the role's scope closed on time
Main Interfaces	Head of IT, Head of Service, Head of Strategy & Architecture, Lead Cloud & Infrastructure Architect, Business Integration Manager, Cyber Security team, Technical, Problem Management and Commercial & Contracts teams, Project and Programme Managers, WWU senior managers and business service owners, partner and supplier service managers, and colleagues across WWU (c.2,000).