

Job Description

Post: Service Relationship Manager

Purpose

To challenge educational and social disadvantage in the North.

Duties and Responsibilities

- Live the mission, values and drivers every day.
- Own and develop the relationship with assigned academies as a trusted and strategic partner to ensure that academies and other key stakeholders can effectively use business services for the maximum benefit of our students.
- Be accountable for the achievement of the service level agreement and provide service management metrics to assigned academies, meeting periodically to update on progress of key tasks / projects.
- Create and ensure the delivery of service improvement plans across all areas within business services to continually improve the quality of service delivered.
- Be a single point of contact for the resolution of service issues or complaints and ensure that any underlying issues are resolved.
- Co-ordinate the delivery of a wide range of services including high volume operations, professional services and administrative functions that are critical to the successful operation of our academies, including but not limited to: academy administration, estates and facilities, finance and procurement, HR and payroll, and IT.
- Build excellent relationships and facilitate interaction and workflow amongst the service delivery centre and centres of excellence (CoEs) to ensure timely deliverables for our academies in line with agreed service standards.
- Bring in experts from CoEs, or strategy and development resource where needed, to advise on best resolution of issues or changes to how a service is delivered.
- Respectfully challenge business services colleagues and academy leaders to ensure that two-way process compliance can be achieved to enable the most efficient use of resources and systems in line with agreed service levels.
- Work in partnership with the wider service relationship management team; use collective knowledge and expertise to achieve continual service improvement.
- Guide our business services teams and academies in the effective use of technology to drive business process efficiency and improve levels of customer satisfaction through high levels of automation and workflow.
- Build an extensive understanding and appreciation of the full range of services and academy requirements and ensure this is reflected in the service definition and standard.
- Take decisions autonomously, exercising considerable initiative in performing duties.
- Contribute to the development of the business services offer and lead assigned cross-functional projects across our trust.
- Have due regard for the rules and regulations that govern the financial and corporate compliance requirements with Dixons.
- Work with key cross-cutting teams to secure aligned autonomy and push power down.
- Manage own workload and, where necessary, that of others.
- Engage fully in our trust's professional growth process to fulfil personal potential and be able to participate effectively in the implementation of our trust's strategic big moves.
- Attend meetings / training and carry out administrative tasks and duties as specified on our trust calendar.
- Consistently implement all trust policies and contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a designated safeguarding lead.
- Carry out any other reasonable duties as requested by the line manager.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.