



Job Description

Job Title:	Service Relationship Manager
Reports To:	Head of Service Management and Transformation
Direct Reports:	Service Management Desk Support
Key Internal Interfaces:	Customer Services Team; Network Designers; Technical Support; Project Managers; Product Manager; Account Managers; Pre-Sales Technical Support Manager.
Key External Interfaces:	ITS Suppliers; ITS Contractors; Sales Partners

Main Purpose of Role

Reporting to the Head of Service Management and Transformation You will be the first point of call for partners that need additional support from the business and will be responsible for building and nurturing relationships to keep our partners on the happy path. The role will involve conducting service reviews building get-well plans where appropriate and being the face of the operations team, you will need to build strong relationships both internal and external to drive continual service improvement.

The role is not just partner facing, you will also take the lead driving service improvement with our suppliers and contractors to improve our delivery lead times and keep us delivering service faster than our competitors. A successful Service Relationship Manager will have experience across Customer Service, Customer Support or Sales in the telecommunications industry, with a strong advantage for those from a network provider background.

You will need to thrive under pressure, because in an ideal world our partners would never need to contact you. You will be proactive in your approach and when something is not working to our partners expectations, whether in delivery or support, you will be there to restore confidence and drive internal and external teams to deliver customer excellence.

Main Duties and Responsibilities

- Working with internal and external stakeholders to facilitate and take the lead in identifying operational service improvements.
- Leading partner service reviews and supporting account managers in the field.
- Driving continual service improvement and the creation and implementation of get-well plans where appropriate.
- Act as a customer advocate and a strong voice of the customer internally.
- Work collaboratively with Account managers and Operations leads to build relationships with key internal stakeholders and to drive customer growth.
- Act as an escalation point for the customer.
- Where required, provide feedback and input into the Service Delivery and support management team to improve processes across the operations function.
- Drive performance with our suppliers and contractors

Other Duties and Responsibilities

- Act in accordance with our values and behaviours
- Take active responsibility for your own career development and performance



- Ensure your conduct is within our policies.

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned from time to time by their manager or a senior leader.

This job description may vary in consultation with the post holder to reflect changes within the marketplace, the department, or the business.

Person Specification

Job Title: Service Relationship Manager

Qualifications & Training

Desirable:

- ITIL foundation

Experience & Knowledge

Essential:

- Experience improving service and relationships across a large portfolio of clients
- Knowledge of telecommunications products with a focus on ethernet access and FTTP

Desirable:

- Experience working with internet service providers both UK and International
- In-depth knowledge of fibre delivery
- Excellent presentation skills

Skills/Abilities & Relevant Competencies

Essential

- Experience in a similar role ideally within Telecommunications
- Experience delivering first class customer service
- Operational Background
- Able to change, adapt quickly
- Experience managing suppliers/contract agreements
- Ability to present to senior stakeholders internal and external
- Ability to create, maintain and present service improvement documentation
- The role will involve regular travel throughout the UK to visit our partners and attend conferences and events

Desirable

- Experience of using Customer Relationship Management (CRM) systems or portals

Special Requirements

- Able to travel to various ITS office locations as requested
- Full UK driving Licence

its.

- Able to travel to multiple customer locations