**Service Delivery Manager**

**Salary: £50,000 circa per annum, depending on experience**

**Permanent Position- 35 hours per week**

**Location – Princes Risborough, Buckinghamshire, HP279LE**

The award-winning Association for Project Management (APM) is the Chartered body for the project profession. APM is a registered educational charity with over 30,000 individual members and 500 organisations participating in the Corporate Partnership Programme making it the largest professional body of its kind in Europe. APM is committed to developing and promoting a professional approach to project management through our broad offering of professional membership, qualifications, publications, resources, research and events. Our vision for the profession is ambitious, challenging and radical. Above all, it reflects what society expects: “a world in which all projects succeed with project management as a life skill for all”.

Following a period of growth the APM Technology team are looking for an experienced Service Delivery Manager to mature and professionalise our customer-facing IT services. The successful candidate will define, lead and manage IT Operations functions and the Service Desk team in line with business needs. They will be responsible for successful delivery of a high-quality IT Service Desk to internal and external users and ensure continued smooth running of business operations.

This is an exciting time to join APM IT as we seek to improve and innovate, embracing modern technologies and public cloud, agile delivery practices and focus on creating excellent digital experiences for our members.

**Qualifications**

* Member of BCS
* ITIL qualified to Practitioner level
* SDI - Service Desk Manager qualification or equivalent.

**Experience**

* 10+ years in an equivalent role, managing a team of service desk analysts
* Excellent knowledge of all current and emerging Service Management methodologies
* Demonstrable and extensive experience of leading the Service Delivery function within a multi-site SME
* Experience of managing third parties and third party delivered services to strict Service Level Agreements
* Experience in implementing and reporting on internal SLAs
* Experience with supporting Windows 10 across a range of devices
* Demonstrable experience in service transition, introducing project deliverable into live service

**Skills**

* Excellent management and team skills
* Able to multi-task and manage different streams of work
* Strong troubleshooting and administration skills
* Flexible approach to work and problem solving
* Problem-solving, analytical skills and strong attention to detail
* Excellent communication skills with the ability to explain complex technical issues to a non-technical audience
* Excellent time management skills

*The Association for Project Management (APM) is a membership association, professional body and charity. It was first incorporated in 1972 and obtained its Royal Charter on 1 April 2017. The object of APM is ‘to advance the science, theory and practice of project and programme management for the public benefit’. Detail on APM and its Charter can be found at apm.org.uk*

**If you are interested in this opportunity and feel you have the necessary skills and expertise for the role, please send your CV and covering letter to e-mail:** [**recruitment@apm.org.uk**](mailto:recruitment@apm.org.uk) **closing date 23rd March 2020 @ 9.00am.**

***Main benefits at APM:***

* 25 days holiday (excluding all public holidays). This increases with length of service – by one day after four years’ service, then another day every other year, to a max of 30 days per year).
* Private healthcare and dental cover is available after completion of six-month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind’.
* Pension scheme offered in line with auto enrolment. APM can contribute up to 8% of your salary depending on your own contribution. APM will contribute a minimum 6% of your salary. The pension scheme is available as a salary sacrifice.
* There is a sick pay scheme which pays up to 30 days (pro-rated for part time employees) full pay for sickness absence in a rolling 12 months period, payable after probationary period.
* Life assurance at four times the salary.
* Salary sacrifice schemes – cycle to work scheme, additional annual leave (up to 10 days), and pension scheme.
* Free parking – this is not guaranteed.
* Employee Assistance Programme
* Performance Related Pay (PRP) scheme. The discretionary bonus will take account of individual performance as well as APM’s overall financial performance
* Volunteering day