



# Role: Services Delivery Manager

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## Description

We are looking for a full-time experienced Service Delivery Manager to help shape the future delivery of the services to our clients. This role will have responsibility for the operational delivery of services projects to include coordination of the Fosway Analyst team to ensure effective and efficient completion of projects on time, within scope and agreed budget.

The successful person will be responsible for communicating directly with suppliers to define their requirements and translate these into Fosway services deliverables, such as HR, talent and learning webinars, workshops, white papers and custom research.

Fosway is currently expanding and we are looking for an individual who has experience of making their clients life easier and delivering to a high standard.

This role will appeal to individuals with experience of the HR, talent management and/or learning industries and enjoys working remotely within an exciting growing business.

## Responsibilities

- Accountable for the day to day operational management and delivery of client projects
- Able to interpret supplier requirements for webinars, workshops, custom reports and research to define and document the specific service deliverables aligned with the Fosway credit model
- Able to brief and coordinate internal resources to ensure execution against a specific deliverable is within scope and committed timeline
- To own the evolving delivery schedule, manage multiple project and priorities and deliver to agreed deadlines



- To keep the client and colleagues updated on project progress where required
- To maintain a services delivery dashboard with progress against time and cost

## Required Skills and Experience:

- Excellent understanding of service delivery and project management principles
- Strong communication and influencing skills when working with colleagues to ensure a cohesive & collaborative approach to the successful delivery of all projects
- Ability to set and manage priorities, work to strict deadlines and work effectively under pressure
- Highly organised with a demonstrable attention to detail
- Self-motivated, results oriented
- Excellent written and oral skills and the ability to effectively communicate with clients at all levels