



Service Delivery Manager (SDM)

Hellios is a supplier information and risk management company operating in the financial services, defence industry and retail sectors. The company was founded to benefit major blue-chip companies and their suppliers by providing a single streamlined approach by providing and sharing data across an industry community in areas including modern slavery, cyber security and GDPR.

Hellios has grown rapidly from a start-up in 2012 to having more than 50 employees and a turnover of more than £5m. The Company is continuing to grow quickly with subsidiaries in the UK, Ireland, Netherland and Spain, and a key part of this role is to prepare the Company for further growth.

The ethos of Hellios and each of our employees is to provide the highest quality service and technology based on long term sustainable relationships with our buyer and supplier customers. To find out more about Hellios and the core values that underpin the culture of our people, partners, and the way we work with our customers please visit our website at <http://www.hellios.com>

Job title: Service Delivery Manager
Location: Kemp House, Chawley Park, Cumnor Hill, Oxford OX2 9PH
Reporting to: Head of Buyer Management
Job summary: To manage the relationship with one or more Buyer organisations, strengthening the relationship to trusted partnership level and ensuring speedy completion of suppliers through the on boarding process, and remaining within the system during renewal

Key responsibilities

Key requirements

Manage the Account through:

- Service Delivery
 - Create an engaged partnership with your buyer customers to maximise service delivery

- Liaise with our customer service teams to ensure team members working on your buyer accounts are correctly informed of messages and approach at all times
- Develop each Buyer's use of the system against the Maturity Index to ensure that the Buyer gets real value from our solution
- Develop heatmaps and other tools for the Buyers to ensure that they are able to see the value of the data quickly and easily
- Liaise with the Buyer in relation to other services they may require such as Stage 3 audits or data feeds
- Ensure supplier escalations are correctly managed and an escalation process is in place with the buyer(s) for speedy resolution
- **Budget and Reporting**
 - Participate in the budget creation process for each of your buyer accounts, setting an achievable and realistic target for each month
 - Develop an account plan for each buyer
 - Provide a regular status report against progress to the Head of Buyer Management
- **Relationship Building**
 - Develop a strong relationship with your key contact to embed Hellios as a trusted partner with the buyer customer
 - Create and develop relationships with the buyer decision makers and all buyer members involved in using Hellios systems and services, especially those involved in the process, end users of the data and senior members of the buyer organisation
- **Monitoring performance**
 - Assess the Buyer against the Buyer Maturity Index to check that they are getting the best value from the use of the system.
 - Report performance to Head of Buyer Management as required
 - Escalate issues to Head of Buyer Management when identified
- **Training and Development**
 - Facilitate on the job training to ensure your buyers have excellent knowledge of the system and processes including new functionality
 - Organise refresher training for your buyer from time to time
 - Identify training needs and adapt training approach to suit those needs
 - Ensure training covers benefits, not just features
 - Make recommendations for training including coaching, mentoring etc

Knowledge and experience

- 3-4 years' experience of service delivery, preferably in B2B
- Proven experience of managing customer relationships and service delivery
- Experience of managing information in a high-quality service environment
- High degree of accuracy and attention to detail
- Work as part of the team to meet deadlines
- Proven delivery of defined targets and deadlines
- Experience of working with a CRM system
- Experience of working in a growing business
- Awareness and compliance with information security standards
- Working knowledge of procurement processes within large buying organisations (desirable)
- Experience of objection handling with customers.

Qualifications and skills

- A degree (or equivalent)
- Excellent time management skills
- Good verbal and written communication skills in English with good use of business language
- Aptitude for data analysis and experience of tools for data management, including MS Excel.
- Valid driving licence

Personal attributes

- Energetic and enthusiastic
- Willingness to learn
- "Can do" and never give up attitude
- Goal and target orientated
- Enjoys relationship building
- Willingness to travel in UK if required

Further information

- Competitive salary
- Benefits include:
 - Performance related bonus
 - Company laptop and mobile
 - Company credit card
 - 25 days holiday per annum;
 - Company pension scheme
 - Company sickness scheme

- Flexi Friday scheme
 - Refer A Friend scheme
 - Complimentary refreshments and quarterly shared lunch
 - Free car parking
- Good career prospects with a fast-growing business
- A period of training will be given with our customer service teams to develop a detailed knowledge and experience of Hellios operational processes