

Service Delivery Manager

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Company: Telenet

Location: Belgium

Category: computer-and-mathematical

Working in the Product Journey Tribe

Telenet operates on an agile framework. In each team, analysts, developers, and testers collaboratively work as a single entity for mutual support. We also adopted a hybrid way of working (active based) to take care of your work-life balance.

Your tasks as a Service Delivery Manager

You have full responsibility for your area of expertise. This includes creating its strategy, roadmap, and working methods. You also determine the necessary resources. Moreover, you serve as the primary contact for any related inquiries and appropriate responses.

You (re)define in cooperation with the different stakeholders the objectives and/or KPI's within the framework.

You oversee the entire service delivery, making sure that all operations follow the set guidelines and standards. You ensure adherence to the defined Service Level Agreements, budget, and priorities.

You regularly monitor various services and processes. This ensures they meet set goals, Key Performance Indicators (KPIs), and customer satisfaction levels.

You lead strategic change and ongoing enhancement, fostering cost efficiency through innovative thinking. You analyze and pinpoint key problems, then recommend and apply fixes to deliver prompt, budget-friendly resolutions while including all relevant parties.

You foster ongoing, strong partnerships with all stakeholders, such as (S)L. You make sure

the service meets business needs and customer demands, turning them into practical solutions or measures. Also, you act as a bridge builder for the various teams and ensure optimal and efficient cooperation.

You steer, motivate, coach/train and guide people to assure the service in the best possible way.

You guarantee service quality and work closely with colleagues and other teams to maintain high standards in all areas. You set up / execute audits/report to monitor and ensure the delivered quality level.

You support, contribute and guide the project delivery to assure smooth acceptance and excellence. You initiate and/or lead projects to improve the service functioning, performance and efficiency and/or customer experience.

What we have to offer

You are about to become a part of an embracing organization that greatly values your contribution. This company also ensures your work environment aligns perfectly with your requirements. This allows you to develop while taking care of your **work-life balance**. What else we throw into the tray?

All the space you need to further develop your expertise. We stimulate your personal growth with **internal mobility opportunities** and extensive learning opportunities, but you may just as well hit the pause button after a while or go in a completely different direction.

A varied job in which you produce tangible results and make your mark.

A competitive gross monthly salary that we complement with a host of fringe benefits, such as

meal vouchers & ecocheques

a hospitalization and group insurance

a laptop, cell phone, phone plan

mobility plan

The fine company of colleagues who are just as passionate as you.

Opportunity to work from home.

Discounts on Telenet products.

A stimulating work environment where you can indulge in the latest technologies.

Our ideal Service Delivery Manager

Our **ideal service delivery manager** plays a crucial role in ensuring smooth operations and excellent customer experiences.

You have well-developed written and oral communication skills in Dutch and English. French is a plus.

You have a good understanding of technology and/or services management experience in similar sector.

You oversee the consistent delivery of services to clients.

You ensure that service support processes are on track, maintaining a high level of client service in a cost-efficient manner.

You have an effective communication between stakeholders, including end-users, to identify customer needs and issues. All this with a 'we say what's what' communication style. If needed, you have courageous conversations to challenge people to deliver, to solve a problem or to stay within the agreed budget.

You have a dynamic mindset, are open to ever-changing environments

In summary, an ideal service delivery manager combines technical expertise, leadership, and customer-centric focus to enhance service quality and client satisfaction.

Feeling excited and eager to take the jump? Just send us your CV and application letter! We'll take care of the rest.

#LI-sb

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