



Role Profile

Head of Service Delivery

About us

Our vision is to support a railway that delivers for its customers, using deep technology expertise and industry experience to deliver solutions that meet transport challenges across the UK and beyond. Harnessing our great ideas and turning them into products used and loved by our customers, we build digital solutions that improve customer journeys across the rail network.

We are a company that is excited by the possibilities offered by technology and successfully compete against large multi-national competitors with global influence. We succeed through disrupting the status quo, by being collaborative and agile, listening carefully to what our customers require, supporting them through the process, and finding cost effective ways, with our partners, to deliver those outcomes.

Our customers are a mix of government owned and private companies, and subject to multiple political and external pressures. Understanding what keeps our customers awake at night, developing advocacy, and helping them understand our offerings and approach is key.

We partner with our customers to ensure that the value of our solutions is maximised in operation and continually improves for the benefit of our clients, and ultimately the rail users. Partnership with our key customers is at the heart of this role and you will help drive the client operation through the integrity, utilisation, and improvement of our production services.

What are the key objectives?

The Head of Service Delivery is a champion of our client operations, guardian of our production environments and a key voice of the customer into our business. This includes but is not limited to the following objectives:

- You will represent Resonates service offering to the client, become a trusted partner, and create advocates for us and our services. You recognise relationships are critical to our company's growth and success
- Maximise the availability of our production services through exceptional service management including monitoring, incident management and service improvement. All services are delivered in line with contracts as a minimum, however, you will recognise where we need to do more, balancing contractual requirements with key client relations
- Ensure we have the people, processes, service models and tools to enable exceptional service today, and are prepared for significant growth in the future. The next 18 months will see new product installations, a vastly increased customer base, and diversification of our in-production products
- You will champion the customer and provide a key interface of in-the-field issues and trends back into Product Management
- You will deliver these services through direct line management of our first / second line teams, and leadership of all those contributing to our service offering including matrix management of other teams





Personal Attributes

- Beyond empathetic, you feel the pressures and pains of our clients in operation
- You have a desire to stay close to our customers' operations, to continually learn how our technology is used and the value it drives, and to improve our services to our clients
- You have a deep awareness of service management methods, ITIL preferred, and a drive to continually improve the service provided
- A strong communicator and motivator, you galvanize and lead your teams and our division to act in the client and operations interests
- You will have a working knowledge of key elements of a technical stack including hardware, cloud hosting, networking, OS, DB, and application software

Experience

- Management/leadership roles in critical and complex technology support operations
- Experience in mid-size and/or scale up, product-focused businesses would be valuable
- Rail and transport experience is not essential (we can give you any necessary domain and product familiarisation you may need) as your wider experience and different perspective is of real value

Flexibility in how and where you work

At Resonate it's the 'how' we do things, together with 'what' we do that differentiates us. We want our people to engage with our vision and display our values and behaviours in their daily activities.

Joining the team, contributing to our vision, and becoming a "Resonator" should not be determined by traditional views of working, our background, or our personal circumstances. What we do, when we do it, and where, should promote positive outcomes - meeting client commitments, innovating, and collaboration with colleagues – flexibility is key to this.

This role could be based in Derby, Milton Keynes, or London (we have beautiful contemporary workspaces at all three offices), and we have adopted a flexible, hybrid approach to work and work location - so please talk to us about your preferences and how these could work for both you and the team.

Our normal full-time hours are 37 per week, but there is a great deal of flexibility over working times, so this role may suit an individual looking for an arrangement that suits their needs and commitments, around our requirement to be in the office at least one day per week.

Due to the client facing aspect of this role, a level of travel to client sites may be required.

