

Service Delivery Manager

Business Unit: Data & Analytics

Reporting to: Head of Insights

Direct Reports: 3

Date Created: January 2019

Purpose of Loyalty

What	<p>Purpose</p> <p>To delight New Zealanders, because true loyalty deserves thanks</p>
Why	<p>Vision</p> <p>To be the most loved, valued and successful loyalty experience</p>
How	<p>Our values</p> <p>Own it – We hold ourselves accountable to deliver on our commitments, both individually and collectively</p> <p>Keep it real – We act with integrity and honesty with each other, our clients and customers to generate authenticity and respect</p> <p>Daring – We choose to approach problems with an open and brave attitude. We strive to break new ground with innovative and smart solutions</p> <p>Have each other’s back – We work as a team, support each other and build trust through communication and collaboration</p>

Purpose of the position

The Service Delivery Manager is responsible for the seamless and timely running of data lead marketing campaigns with our client IAG. They will work to establish a meaningful understanding of IAG's solutions, technologies and business to maximise Loyalty NZ's ability to offer support and strategic insight.

Organisational Position/Virtual Team/Collaboration

The role of Service Delivery Manager reports to the Head of Insights, and works closely with Analysts and Marketing Information Analysts within IAG virtual team



Key Relationships

- Internal**
 - Head of Insights
 - Analysts & Marketing Information Analysts
 - Must have an effective working relationship with every other LNZL function, team, and staff members
- External**
 - IAG Stakeholders

Key Outcomes

1. People Leadership

As a leader of people, there is a minimum expectation on you to ensure you are aware of your responsibilities and expectations as a Direct Leader:

- Consciously create and promote a workplace culture that is consistent with the overall organisation's vision, purpose, strategy, competencies and values.
- Coach, mentor and develop employees, including overseeing new employee onboarding and providing personal development planning and opportunities.
- Empower employees to take responsibility for their role and KPIs. Delegate responsibility and expect accountability and regular feedback.
- Provide oversight and direction to the direct reports in accordance with the organisation's policies and procedures.
- Working with your team to set, manage and monitor KPIs for your team in line with LNZL's strategic objectives.
- Provide effective performance feedback through employee recognition, rewards and disciplinary action, with the assistance from People and Culture, when necessary.
- Managing team costs and expenditure within provided parameters.
- Provide health and safety leadership – ensuring hazards are recorded by your team where appropriate and escalating any reports of initial discomfort from the team.

2. Client delivery

The key responsibility of this role is to ensure that the team deliver data lead marketing campaign for the client are delivered when they are needed by the client, to the standard required by the client

- Scheduling MIAs to ensure that service standards are maintained
- Ensure a high standard of service by implementing the appropriate policies and procedures, and monitoring the delivery of services, and evaluating client feedback to improve quality improvement processes
- Be the point of escalation to ensure that priorities are understood by the team

3. Client Relationships

- Develops and maintains strong trust-based relationships between Loyalty NZ and IAG at a day to day level.
- Maintains knowledge and understanding about our client and their business.

4. Internal Relationships

- Works with Client Marketing, Product Development, Insight Management, Finance, Technology and Operations to identify ways of providing additional value to clients, and to implement agreed value-added initiatives.
- A key player in the virtual team for IAG
- Ensures that the Account Manager is informed as appropriate about service failure.
- Involves the Head of Insights and the Executive Team as appropriate.

Note: These duties may change from time to time to meet operational or other requirements

Health & Safety

All of our people have a responsibility for their own and others safety and wellbeing. This includes following all safety and wellbeing procedures and instructions, including reporting hazards, incidents and accidents and participating in safety and wellbeing initiatives and programmes as required.

Working environment

1. Open plan layout and moderate amount of noise that goes with it
2. Very little if no travel required
3. Standard office equipment

Delegations of Authority

Capital Expenditure:	N/A
Operational Expenditure:	N/A
Authorisation to Hire:	N/A
Authorisation to sign Contracts:	N/A

Responsible for

Number of Staff:	3
Budget:	\$0
Revenue:	\$0

Appraisal and Performance Criteria

Formal appraisal will occur at least annually or more frequently when performance plans are re-negotiated. Performance will be measured against the performance plan negotiated at the beginning of the reporting period and against the other responsibilities identified above.

This job is being carried out successfully when all responsibilities are being met.

Person specifications

Qualifications

- Essential:**
- Relevant degree

Experience & Knowledge

- Essential:**
- 5+ years programme management experience – DIFTOS is essential
 - 5+ years experience using data to solve business problems

- Preferred:**
- People leadership experience
 - Experience in client facing roles
 - Experience using SAS
 - Experience in a telco, insurance or banking role

The ideal candidate will have:

- Accomplished team player with a desire to work hard, get along with others and have fun
- Interpersonal skills and the ability to negotiate and influence
- Project management skills and the ability to meet deadlines
- Ability to manage a heavy workload
- Analytical, conceptual, problem solving, decisiveness and strategic thinking
- Team-oriented and collaborative approach
- A good communicator and able to articulate complex solutions easily to a variety of audiences, both internal and external
- Ability to motivate the team and bring them along on the journey