

# Director, Service Management Job Description

<b>Job Title</b>	Director, Service Management	<b>Role Description</b> The role of the Director, Service Management is to define and own the service management framework, SLAs, KPI's and governance for the effective delivery of HR services. They will monitor the overall service performance and quality provided by the Services organisation including CSSI and Manning Agents across the world ensuring that customer commitments and requirements are achieved and ensure a focus on continuous improvement.
<b>No. in role</b>	1	
<b>Reports to</b>	SVP, People Services	
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Manager, People Data &amp; MI</li> <li>• Manager, Continuous Improvement and Quality Assurance</li> <li>• Consultant, Projects &amp; New Build</li> <li>• Senior Manager, Strategic Partnerships</li> </ul>	<b>Key Interfaces (C&amp;I)</b> (direct stakeholders) Director, Service Management Director, People Front Desk Directors, People Operations (Fleet) Senior Manager, People Operations (Shore) Director, Planning & Change VP, Talent & Culture People Business Partners CSSI: Head, Manning Agency Operations; Head, Offshore Operations
<b>Indirect reports</b>	Analyst, People Data & MI WFP Analyst Analyst, Crew Scheduling, OCS Consultant, People Data & MI	<b>CUK Grade: CUK05</b>
<b>Issue Date / Version</b>	06.06.18	V001
<b>Accountabilities</b>		
<ol style="list-style-type: none"> <li>1. <b>Manage and improve</b> the effective day to day operations of the People Services organisation and it's partners.</li> <li>2. <b>Reporting on and monitoring service performance</b> performance.</li> <li>3. <b>Quality assurance and continuous improvement</b> of People Services and partner activities.</li> <li>4. <b>Vendor management.</b></li> <li>5. <b>HRIS and data management.</b></li> <li>6. <b>Coordination of new build activities</b> across People Services teams.</li> </ol>		
<b>Responsibilities</b>		
<p><b>Manage Performance</b></p> <ul style="list-style-type: none"> <li>• Actively review and monitor overall service performance (UK, CSSI &amp; Manning Agents) against KPIs and SLAs, ensuring customer commitments and requirements are achieved.</li> <li>• Use insights, performance measurement results and feedback from our people and People Services Operational Directors, regarding services provided in the UK and across the world (CCSI &amp; Manning Agents) to identify areas of continuous improvement in service performance and employee/crew experience and support the People Services Leadership Team to implement improvements.</li> <li>• Seek feedback from stakeholders across the business to measure service levels within People Services to contribute to insights around service delivery performance.</li> </ul> <p><b>Quality Assurance &amp; Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Promote continuous improvement and a 'customer focused mindset' across the Services organisation and work with the People Services Leadership Team to implement change.</li> </ul>		

- Monitor and analyse ongoing demand / capacity trends across the Services organisation and manage the overall Services resource forecast, with input from the People Services Leadership Team.
- Coordinate for the People Services function, any strategic change translated into Services delivery with Talent & Culture and Planning and Change.

#### **Vendor Management**

- Liaise with third parties/external HR vendors as part of the end-to-end process to help ensure adherence to agreed performance measures and service standards, and identify areas for continuous improvement.
- Ensure regular auditing of vendors.

#### **Reporting and Service Performance**

- Provide HR reports and MI/dashboards for the People Leadership Team, People unction and HR Business Partners to help inform business decisions.
- Analyse demand/capacity trends, service resource skill-forecasting and planning.

#### **HRIS & Data Management**

- Maintain and develop Services systems and technology.
- Identifying new technologies which will support People service improvement and implement new technologies.
- Manage HR data and quality audits.

#### **New Build Coordination**

- Coordinate new build activity within People Services

#### **Scope and skills/competencies required:**

##### **Qualifications**

- A degree in an appropriate business subject
- Able to operate effectively in a matrix environment
- Highly skilled in relationship management

##### **Knowledge**

- HR Knowledge (Policies/Procedures)

##### **Credibility**

- Analytically agile
- Executes professional judgement

##### **Alignment**

- Strong business acumen

##### **Performance**

- Drives result
- Manages risk
- Provides insights
- Delivers quality and strives for continuous improvement

##### **Relationships**

- Stakeholder management
- Employee champion
- Coach / developer

#### **KPIs:**