

1 Service Manager

Job Title	Professional Services Manager/Director
Team	Business Unit

1.1 Position Overview

The Professional Services Manager leads the team and oversees the output of a Business Unit within the company. The overall aim is to increase revenue, maximise profit, quality of output and overall customer satisfaction produced by the Business Unit.

1.2 Position Goal

1. Lead the delivery team and oversee quality of output of services and/or products of the business unit
2. Work with the Business Manager to drive sales
3. Increase revenue and maximise profitability of their business unit
4. Maintain excellent customer satisfaction
5. Encourage employee retention and an environment for continuous improvement and learning

1.3 Duties and responsibilities

1. Customer/account management
 - a. Consult with the customer/stakeholders on project vision and strategy
 - b. Work with the Business Manager and project teams to realise the customer vision
 - c. Facilitate successful resolution of project crisis through negotiation of a mutually benefit outcome for the customer and the Business Unit/Content and Code
 - d. General solution consulting on projects
 - e. Oversee project implementation and quality of output/deliverables of the team, best practices and methodologies (e.g. Scrum)
2. Team management
 - a. Run or oversee 'Performance Review & Development' sessions with individuals within the Business Unit. Performance Reviews may be conducted by Project Managers or Tech Leads within the team; the overall process to be managed by the PSM
 - b. Aware of and responds to under-performance within the team
 - c. Aware of and responds to issues that may be affecting individual performance
 - d. Oversee project/BU team meetings
 - e. Manage team resourcing and capacity (with the Project Managers)

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- f. Recruitment: CV reviews, telephone & face-to-face interviews
- g. Encouraging retention and ongoing loyalty by being aware of individual needs and wants
3. Support acquisition of new business and account sales within the Business Unit
 - a. Work with the Business Manager to maximise account revenue and drive sales on new business opportunities and existing accounts
 - b. Work with the Business Manager to develop the 'Roadmap to Revenue' on accounts
 - c. Identify sales opportunities on customer accounts
 - d. Work with the Business Manager on the pre-sales process including attend pre-sales meetings, present high-level solution overviews/strategies
 - e. Final approval on project scope and budgets
 - f. Attending pre-sales meetings
4. Maximise Revenue and Profit
 - a. Oversee and manage the revenue and profit/loss reporting of the business unit
 - b. Analysis and strategies for maximising the revenue and profit of the business unit

1.4 Skills & Experience

1.4.1 Required skills

1. Project management and team management experience
2. Negotiation skills
3. Solution consultancy skills
4. Web production knowledge through the full web project lifecycle
5. Working / advisory knowledge of web technologies such as HTML, CSS, XML and server applications such as SharePoint 2007

1.4.2 Desirable skills

1. Business management experience
2. Practical Scrum
3. Consultancy or PM experience with SharePoint 2007 projects
4. Consultancy or PM experience with Microsoft technologies such as .NET and SQL server

1.4.3 Experience

1. Web and IT Consultancy experience across multiple projects and customers/industries
2. Web agency or IT consultancy background

1.4.4 Qualifications

- New Media, Computer Science or IT degree
- MBA, Business Studies degree

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1.5 Required Competencies

Please see the Content and Code Competency Framework for detailed descriptions of the competency levels required for this role. All competencies have 3 levels except team working which has 2.

Achieving Results			Analysing and Deciding			Interacting with people		
Applying Skills & Exp	Client Focus	Making it Happen	Problem Solving	Creativity	Planning & Organising	Influencing	Team Working	People Leadership
3	3	3	3	3	3	3	2	3

Definitions:

1. Applying Skills & Experience: The level to which technical knowledge, skills and experience are applied, either internally or with clients
2. Client Focus: Ensuring that client, internal stakeholder and partner needs are met, expectations exceeded and opportunities maximized across the range of solutions, technologies and services offered
3. Making it happen: Maintaining a clear focus on 'excellence' and detail across all activities. Displaying consistent ownership of work and determination to get things done, often in the face of adversity and changing circumstances
4. Problem Solving: Tackling issues through relevant research, analysis and decision making, often requiring mental agility and working to deadlines. May involve managing risk
5. Creativity: Optimising results from resources and new opportunities. Developing original ideas that will lead to commercial advantage and profit for Content and Code, in line with business goals
6. Planning and organising: The level at which the role is involved in meeting business and client requirements through ensuring that activities are delivered to deadline and specification through effective project/resource management
7. Influencing: The ability to transfer in information in a clear and format relevant to the audience, both internal and external, creating positive relationships
8. Team working: Sharing knowledge and expertise to achieve business objectives, across a range of internal and client teams. Building common understanding, raising standards and outputs
9. People leadership: Working with others to improve skills, knowledge and outputs. Includes undertaking coaching, mentoring and performance reviews that contribute to an overall ethos of 'excellence'

1.6 Content and Code Benefits

- Annual Bonus scheme
- 23 days annual vacation with 1 extra day vacation for every year of service
- Private Health Insurance
- Private Dental Insurance
- Subsidized Gym Membership to Virgin Active, LA Fitness or Canons.

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- Fully subsidised training
- Flexible hours
- Fast opportunity to advancement in rapidly growing company

1.7 About Content and Code

- Content and Code is the Number 1 Microsoft SharePoint consultancy in the UK
- Recently awarded the Microsoft Search Partner of the Year
- Winner of Deloitte Technology Fast 500 EMEA 2007 Award
- Sole specialists in SharePoint and Microsoft .Net technologies
- Strong and varied customers from Sony, easyJet, British Council, Microsoft, Wembley Stadium, The Body Shop etc
- Microsoft Gold Partner with 7 competencies, more than any other consultancy in the UK
- 1 of only 12 companies on the Microsoft Advisory Council in the UK
- Fast growing company
- Dynamic and fun atmosphere