

IT Service Delivery Manager

We're AccessPay, the fastest growing fintech company outside of London.

Thinking outside the box is something we relish, there are no bad ideas. We've got a flat structure, with no silos or protracted bureaucratic decision making. Most importantly, no big egos. AccessPay people get stuff done. From a tiny office in Ardwick, to occupying an entire floor in Manchester City Centre. From 4 to 60 staff. From finance start-up, to launching new fintech brands. All in less than 5 years.

2017 saw us listed as a Deloitte Tech Fast 50 company and shortlisted for the coveted Manchester Evening News "Business of the Year". We're getting bigger and better every day. Help us write the next chapter in the AccessPay story.

Job Title: IT Service Delivery Manager
Responsible to: Service Delivery Director
Hours: 08:30 – 17:00 Monday to Friday

Role Overview:

We are a fast paced and fast growing FinTech. We are currently recruiting for an IT Service Delivery Manager responsible for building and owning best practice service delivery practices. You will be responsible for Change/Problem and Major Incident Management as well as owning Business Continuity planning and service transition. At the heart of this role is driving continuous improvement and best practice across the organisation as we grow our business.

This is a new opportunity where you will truly be able to make your mark and have a major influence on how our service will evolve in the future.

Key Responsibilities:

- Build out a change management process and then be responsible for managing change across the business
- Act as a primary Major Incident Manager, managing P1 incidents to resolution and ensuring all stakeholders are communicated with appropriately. Follow up with PIR and actions
- Responsibility for Business Continuity Plans and regular tests.
- Responsibility for building and owning service transition plans for new products and services and ensure they are production ready
- Work with the Head of Service Operations and Director of Service Delivery to map out and drive a continuous improvement plan
- Responsibility for managing some 3rd party contracts
- Communicating across organisation boundaries – from engineers through to Senior Managers

The ideal candidate will be:

- Significant relevant service delivery, change management and service transition management experience
- Good knowledge and experience of ITIL and ISO27001
- Excellent communication skills, both written and verbal with great attention to detail
- Highly energised and positive self-starter who can work autonomously and drive service initiatives
- Strong rapport and relationship building skills
- Tenacious problem solver, will own issues until full resolution
- Ability to take a creative approach to situations and problem solving

You'll be rewarded with a competitive salary, fantastic career progression, a great environment, and the opportunity to work for a fast-growing VC-backed FinTech company that is delivering innovative solutions that make a difference.