



Become part of our SWARCO team as

# Service Delivery Manager

**Location: Birmingham, United Kingdom | Full time**

## Your Challenge

Due to new and exciting projects, our Field Engineering Services team are looking for an operationally focused **Service Delivery Manager in Birmingham**.

As the SDM you will be responsible for ensuring that the Installation/Chargeable/Civils works are run to the contract specification with the works carried out efficiently, safely and that profitability is achieved.

Excellent interpersonal skills are required as professional and courteous relationships will need to be built and maintained with customers and third parties. The successful candidate will also need to be able to resolve customer issues in a timely and efficient manner.

This role will be responsible for the supervision and development of operational staff, including performance reviews and identifying knowledge gaps resulting in corrective training and mentoring. You will be expected to ensure that at all times your team adhere to current legislation, policies and guidelines with regards to QHSSE.

Although predominantly based in the Birmingham area, there may be a requirement from time to time to work in other Service Centre's which may involve overnight stays.

## Your Profile

### What we are looking for

In order to fulfil the role successfully the following are some of the key skills and experience required:

- Solid experience of running a busy Installation/Civils team
- Experience in ensuring timely delivery of high-profile contracts to a variety of clients in a busy work environment.
- Ability to work well under pressure.
- Sector 8 Accreditation or equivalent
- ITS equipment Installation knowledge/experience
- GCSE English and Mathematics or equivalent at grade C or above
- IT literacy with competency in Microsoft Office software
- Full Driving licence

## Your Benefit

### What we offer

As well as providing a competitive salary and benefits package, SWARCO UK & Ireland actively runs employee opinion surveys as part of our drive to provide a comfortable and supportive working environment. We will support your development and you will also receive:

- Company Vehicle
- 25 days holiday plus bank holidays, and the option to buy an agreed number of days
- Employee discount scheme with discounts online, in high street stores, cinema, holidays, restaurants and many more

- Generous employer pension contributions
- Employee Assistance Programme
- Life assurance up to 6x salary

## Interested?

**Apply Today!** We will acknowledge receipt of your application and be in touch if you are successful.

**Applications are shortlisted on a rolling basis, and we reserve the right to interview and appoint before any advertised closing date. We therefore, encourage you to apply at the earliest opportunity to avoid disappointment. Applications received after the closing date will not be processed.**

We have a responsibility to ensure that all employees are eligible to live and work in the UK, therefore successful candidates must have the right to work in the UK by the start of their employment. We are an equal opportunities employer.

*Agencies, please note, that should we require recruitment agency involvement, **we will contact the agencies on our PSL**; we would ask that you respect the relationships we have already built with these suppliers. If an agency submits an unsolicited CV to any partner or employee of our company for a role we have not actively engaged with you on, you should be aware that they have no authority to enter into an arrangement with you and we will consider the CV a gift!. We will not be liable for any payment you charge in relation to it.*

#LI-GB1 #LI-MD1

Become a part of SWARCO. We look forward to receiving your comprehensive application via the online tool.

Apply now

### **SWARCO UK & Ireland Ltd**

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*Information on processing of your personal data is available [here](#).*