

## JOB DESCRIPTION

### Procurement Assistant

**Job Title:** Global Programme Manager

**Salary:** £market rate

**Type:** Full-Time, Permanent

**Hours:** 40 Hours per week

**Department:** Service & Support

**Location:** High Wycombe, Buckinghamshire

**Report to:** Service and Support Director

**Benefits:** Private Health Care/Pension

#### Description of the Role

The Global Programme Manager (GPM) is based within Smartcomm HQ and leads the Global Service Team. This role reports to Smartcomm's Service Director and AV Operations Manager. The person will be responsible for the successful delivery of our Global AV Service Contracts and ensure exceptional performance and efficiency throughout the programme.

The GPM should establish a collaborative working culture with a structured approach to policy, procedure and workload management.

The GPM works in cooperation with the Client's audio visual technical teams, regional AV specialist and global service desk.

- Act as the Global point of escalation of all elements of AV Service
- Interact with the AVTS team regularly highlighting trends in service and the AV estate performance

#### Main Responsibilities

- 1) Adaption of services to meet business trends
- 2) Identify potential client saving costs
- 3) Service transition and maintenance
- 4) Process improvement
- 5) Weekly stand ups with AV Operations Manager to discuss current trends
- 6) Monthly service reporting & analytics
- 7) Monitoring overall performance of services
- 8) Client communication plan
- 9) Change management
- 10) Service & budget reporting
- 11) Adjustments of catalogue of service/rate card as required
- 12) Ensuring a consistent team brand and delivery
- 13) Evaluating and documenting performance of Service Delivery Team
- 14) Development, administration and change effective reporting of SLAs and KPIs to manage individual sites and the wider program
- 15) Establish Lead Service Engineer targets and objectives in conjunction with the Technical Service Team
- 16) Ensure best practice incident management, procedure utilisation, completeness of ticket logs and correct escalation paths.
- 17) Customer relationship management

**Key Skills & Achievements**

| <b>Required</b>   | <b>Desired</b>   |
|---|--|
| Successful candidate must demonstrate the following skills and experience:                    | Although not required, it would be an advantage to be able to demonstrate the following: |
| Management experience   | Experience in an AV environment  |
| Experience within a technology based sector   | Experience in a support centre   |
| Exceptional organisational skills; able to take on tasks and prioritise. Calm under pressure. |  |

To be considered for this position, please submit a copy of your current CV to [info@smartcomm.co.uk](mailto:info@smartcomm.co.uk).