

JOB TITLE:	Client Services Manager
ISSUE/DATE:	Version 2.0 / 20 May 2010
RESPONSIBLE TO:	Support Services Manager / Service Delivery Manager
JOB BAND:	3
OVERVIEW OF JOB:	Responsible for managing the delivery of support services, and managing the client-relationship, across a variety of projects including resources, finances and reporting. Manages the transition of projects from the development environment into support and project-manages minor development/service work. Manages a team of support service engineers.
SUMMARY STATEMENT OF JOB:	<ul style="list-style-type: none"> ▪ Manages the provision of Kainos support services ensuring client requirements are met and seeks to improve the service to the benefit of both Kainos and the client. ▪ Manages the team on a daily basis, ensuring effective deployment of skills and resources, ensuring all SLA metrics are met. ▪ Manages the interfaces between Kainos and clients and communicates regularly with the client to build relationships which will enhance business opportunities for Kainos. ▪ Assists the Support Services Manager in negotiating support contracts and service level agreements with clients, and third parties, ensuring that Kainos is not compromised. ▪ Manages service delivery including reporting to clients and Kainos management and leads service review meetings with clients. ▪ Seeks opportunities for additional business. ▪ Works with other teams within Kainos to ensure that the client receives a seamless support service. ▪ Assists the Support Services Manager in devising and costing viable, winning solutions, working closely with the Kainos sales team. ▪ Manages the financial aspects of one of more projects within Support Services including reporting and invoicing. ▪ Manages the transition of projects and clients from the development phase into support. ▪ Manages incident escalations – escalating within Kainos and third parties as appropriate. ▪ Appraises and mentors staff. ▪ Project-manages minor development and services work. ▪ Ensures all relevant standards and procedures are applied across Support Services. ▪ Complies, and ensures team members comply, with all confidentiality and non-disclosure policies and/or agreements and ensures security of information at all times.
LOCATION:	Based in a Kainos location but required to work on client site whenever appropriate.

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EXPERIENCE AND CAPABILITIES:	<ul style="list-style-type: none"> • Significant experience working in a commercial support environment with a good understanding of the incident management life cycle. • Demonstrable awareness of business and operational environments into which solutions have been delivered. • Experience of at least one significant business application environment (e.g. CRM, eBusiness, ERP, etc). • Extensive experience of working closely with a client and demonstrable evidence of building sound client relationships. • Experience of helping create, and work to, project plans together with handling change controls. • Excellent communication skills. • Sound commercial awareness and understanding of project and support service dynamics. • Experience of adhering to project management disciplines and quality standards. • Experience of managing and motivating team members and leading by example. • Ability to make sensible decisions under pressure taking a balanced view of client demands and Kainos commercials. • Ability to work to tight deadlines. • Experience of service level management and contract negotiation.
PERSONAL ATTRIBUTES:	<ul style="list-style-type: none"> • Affable, credible and can communicate effectively with clients and colleagues. • A good team player capable of delivering results in less than perfect circumstances. • Mature, non-confrontational style. • Quality focused. • Highly flexible (including willingness to work away from home base). • Articulate, enthusiastic, responsible, logical and thorough. • A positive "can do" attitude towards the technical and non-technical challenges facing Kainos and clients.