



## Job Description

**Job title:** Head of Professional Services

**Location:** Reading

**Department:** MRM

**Reports to:** Managing Director MRM

### Main Purpose of Job

The Head of Professional Services is responsible for the management of Snell's Professional Services within the MRM business unit to ensure exceptional customer experience is delivered.

The individual is ultimately responsible for the whole of the customer experience; from testing of the software, rollout and the support provision at all stages of a project/system/product lifecycle, globally across the Snell MRM product range. This also includes achieving the revenue and margin targets for professional services and support. The role includes the definition and implementation of a portfolio of services, including value added services, to meet all our customer's needs. Services are split into three groups: Testing, Project implementation and Customer Support.

### Main Functions & Responsibilities

- Manage and evolve the Professional Service product portfolio such as to increase service revenues and profitability in line with financial targets.
- To define the business plan and budget, then manage the unit accordingly. The business plan and budget must be adaptable to ensure they are in line with the company's evolving needs.
- To introduce significant efficiency improvements via improved testing and simplified deployment and support, developing and managing processes that will provide both high levels of customer satisfaction and commercial success.
- Work in partnership with the engineering team to deliver a high quality and easily deployable product.
- Development and implementation of all world class customer services within Snell.
- Work in conjunction with members of the senior management team to ensure best practise whilst balancing the company and client's objectives.
- Ensure resources are available to fulfill the function of the department at the level defined by the current business plan. Regularly reviewing both plan and resource with respect to the current sales forecast and service contract volume, acting to match demand with resource.
- High level communication with the customer with respect to projects or other matters.
- Ensure personnel have accurate and competent knowledge of the full company product range, along with a high level of industry knowledge. This will facilitate discussions with our customers and our own technical departments to resolve customer issues or enquiries quickly and effectively.

### System Testing

- Software quality via system testing Validation of new functions and bug fixes
- New product documentation proving
- Configuration control (hardware and software compatibility)
- Readiness for external release, manufacturing and distribution

### Project Implementation

- Project Management
- System Commissioning
- Pre-Shipment Client Specific Configuration
- On air hand holding (confidence engineering)

### Customer Support

- Second and third line support for products within the MRM business unit.
  - Support Contracts and 24 x 7 service provision
-



## Contacts

### Internal

- Act as the primary customer implementation and services expert and champion in the MRM business leading change within MRM and representing MRM with the wider Snell group.
- Uses external benchmarking data and practices to inform way ahead.

### External

- Acts as the primary customer champion within the MRM business
- Ensures that the MRM reputation and relationship with customers, service provider and system integrators is healthy, improving and a prime focus internally.
- Maintains the relationship with and interfaces as necessary with suppliers and subject matter expert 3<sup>rd</sup> party vendors

### Timeframe:

Typically working within a 1-3 month timeframe or shorter on implementation or support issues but who is able to also plan ahead on improvements needed over the next 12 months.

## Performance Standards

- Achieve mutually agreed objectives, standards and dates
- Performance reviews will be conducted on an annual basis in addition to interim progress reviews

To apply please forward your CV, covering note and salary details to [Jenny.Carr@snellgroup.com](mailto:Jenny.Carr@snellgroup.com)

---



## Person Specification

**Role title:** Head of Professional Services

**Location:** Reading

**Department:** Professional Services

The Head of Professional Services must be commercially astute, with strong management and leadership skills. They will have experience of leading software deployment and support teams internationally and will have brought best practise to customer service processes. It is essential that this individual is highly client focused.

The Head of Professional Services must be a competent negotiator, capable of balancing strong customer relationships with commercial success for the company.

<b>Skills, Experience and Knowledge:</b>	<b>Requirement: Essential/Desirable</b>	<b>Tested By:</b>
Proven track record in producing exceeding results	Essential	CV/Interview
Able to drive the team to beat targets and expectations.	Essential	Interview
Strong leadership skills:	Essential	Interview/ Presentation
to include experience in a matrix international team and integration of teams to ensure a consistent approach to customer service excellence in more than one industry sector	Essential	CV and Interview
Experience of working closely with other department managers around the world to ensure an outstanding customer experience is delivered by the entire company.	Essential	CV and Interview
Able to build strong relationships with key individuals within the company client base, to understand key drivers of customer decision and requirement rationale.	Essential	CV and Interview
Experience of defining and implementing a customer service strategy for the business. In particular, linking this with the overall business strategy and market environment.	Essential	CV and Interview



Ability to demonstrate a strong commercial bias. With a focus on sales, gross margin and costs and will be able to increase service revenues and profitability as well as securing repeat business from established satisfied clients.	Desirable	CV and Interview
Able to initiate and support cultural change.	Desirable	CV and Interview
Previous experience of driving change through a customer delivery, testing and service function, in order to implement new ways of working, bring in best practise.	Essential	CV and Interview

<b>Personal Qualities:</b>	<b>Requirement:</b>	<b>Tested By:</b>
Excellent written, verbal and presentational communication skills – ability to communicate at all levels and establish good working relationships and interaction with executives and/or senior management	Essential	Interview and Presentation
Good inter-personal skills	Essential	CV and Interview
Proactive and positive in approach	Essential	CV and Interview
Ability to manage and motivate team and individuals within it and inspire to achieve results	Essential	CV and Interview
Other competencies: <ul style="list-style-type: none"> <li>• Self-confidence</li> <li>• Assertiveness</li> <li>• Enthusiasm</li> <li>• Flexibility</li> <li>• Influencing</li> </ul>	Essential	CV and Interview



<b>Qualifications:</b>	<b>Requirement:</b>	<b>Tested By:</b>
Degree level qualified	Desirable	CV

<b>Capacity for development:</b>	<b>Requirement:</b>	<b>Tested By:</b>
Eagerness to undertake training to improve skill base or adapt to changing circumstances	Essential	Interview

<b>Other:</b>	<b>Requirement:</b>	<b>Tested By:</b>
Ability to travel to other regional and international sites	Essential	Interview