

## Roles & Responsibilities

<b>Job title</b>	<b>Client Delivery Executive (CDE)</b>
<b>Department</b>	Operations, Client Delivery
<b>Reports to</b>	<b>COO</b>
<b>Direct reports</b>	Client Delivery Executive Support
<b>Job purpose</b>	<i>Represents Ark to lead the service delivery experience to the customer - single point of ownership and accountability for all service delivery related activities and assure customer outcomes.</i>

### Key responsibilities and duties

- Provide general support to COO.
- Manage customer level service experience.
- Maximize customer loyalty and satisfaction with key customer stakeholders by driving value in service delivery.
- Attend Customer Service Delivery review meetings - capture and articulate value with key stakeholders.
- Measure relevant key performance indicators (e.g. SLAs, availability) of the services provided by Ark Data Centres Limited.
- Adopt and leverage Ark best practices around tools, automation, workflows, and process to ensure successful delivery to customers - standardise and replicate where appropriate.
- Successfully engage and manage partner capabilities and resources as part of the customer experience.
- Shape multi-year services strategy, in conjunction with sales leadership.
- Develop delivery strategy in alignment with services strategy.
- Influence and challenge the customer's thinking to develop better solutions to business.
- Champion customer requirements and needs into Ark - engineering, quality, roadmaps, service offer development, etc.
- Innovate around delivery process, engagement models, business management, and customer knowledge - demonstrate improvement in business execution and be seen as a 'go-to' resource in helping shape performance and service direction.
- Sets overall strategic services direction that anticipates and addresses the customer business and technology needs.

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### Experience, Skills & Qualifications

- Business Acumen - knowledge, skills and understanding, of business process, tools and concepts required to make sound decisions.
- Extensive practical experience of both 'Change Management' and 'Service Delivery' within both the Public and Private sector.
- Experienced at establishing and then leading Service Management.
- Establish and maintain relationships with key customer most senior executives and decision makers –ability to directly influence decisions.
- Experienced at working within a highly confidential environment.
- Government Security vetted to a minimum SC.
- Comprehensive knowledge of Service Delivery and Service Operations with strong organisational and analytical skills.
- Ability to work with little or no supervision.
- Excellent written and verbal communication skills.
- First-rate attention to detail.
- IT Literate in all Microsoft Office Programmes.

### Additional Requirements

- Engages quickly with clients to rapidly win confidence and become a trusted advisor.
- A desire to learn and take professional development opportunities when offered.
- Thorough knowledge of ITIL:2011 methodology.
- Demonstrates high levels of mindfulness and emotional intelligence.
- Accomplished sense of physical and well-being awareness.
- A fair and objective approach to all personnel and working situations.
- Demonstrate high levels of commercial awareness.
- Be able to work effectively as part of a team.
- Effective problem solving skills.

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