



Job Description

Job Title: Service Delivery Manager

Reporting to: Head of Programmes

Location: Swansea Office, UK

Job Purpose:

Provide comprehensive support for the effective delivery of SANS programmes and events, to include the development and maintenance of project plans and project documentation, resources, and information systems, stakeholder management, co-ordinating regular update reports, financial tracking, and tracking progress against project KPIs.

Support the development of products, including relevant research, scoping, and proposals for opportunities, and monitor and evaluate existing programs/projects to evaluate their impact, implementation, sustainability, and options for future academy programs.

Main duties and responsibilities:

Programme/Product Development Support

- Support in scoping possible projects/programmes/academies and agree action plan with line manager.
- Provide programme design support.
- Work with your line manager to ensure programme schedules are suitable for the region based on local intricacies.
- Provide support and input into product development discussions and possible market opportunities.

Project Coordinating

- Provide full lifecycle project support to all programmes, to include, Cyber Academies, Foundations and CyberStart.
- Develop, implement, and proactively manage, clear, effective project plans in a constantly changing and dynamic environment.
- Support in the initiation, kick off meetings for the implementation of new projects.
- Work simultaneously and effectively on multiple projects, managing conflicting priorities, whilst not compromising on quality or delivery.
- Coordinate the successful setup and running of relevant programmes and pilots, including coordination and monitoring of necessary resources, licencing, courses, collateral, webcasts, partners, communications and reports, and internal/external partners and stakeholders.
- Organise and maintain all project-related paperwork.
- Collaborate with clients, contractors, and other stakeholders to meet project deliverables and appropriate deadlines.
- Provide a professional single point of contact for project customers. Ensuring successful relationship management supported by the ability to engage and communicate confidently and sensitively.
- Build and/or maintain an appropriate information system, with versioning control, for relevant programmes, projects, and events.
- Monitor and report on programme/project spending associated with your activities.
- Identify project risks, report correctly on risk management activities, and document the lessons learned for analysis and actionable learning.



- Active management and scheduling to ensure activities/tasks being undertaken are in line with programme/project goals whilst ensuring that they are delivered to best practice standards utilising time, cost, quality, and effectiveness measures.
- Ensure any lessons learned are logged, reported correctly, and turned into actionable learning.
- Provide regular reporting into your line manager and associated stakeholders at agreed intervals and to complete dashboard reporting requirements.
- Produce meaningful reports that demonstrate impact and implementation of the programme/project/academy by utilising effective monitoring, evaluation and impact practices including collating case studies and statistics.

Other Responsibilities

- Assist in any wider industry engagement activity as part of a programme, if necessary.
- Manage relevant external event staff and ensure their duties are fulfilled correctly.
- Perform other duties as assigned by the SANS Management Team.