

Service Delivery Specialist / Operations Assistant

Permanent Role

Location: Office based, Brighton & Hove

£28,000 - £32,000 DOE

Plus bonus & benefits

Service Delivery Specialist/Operations Assistant Based in Brighton & Hove, United Kingdom

The Company:

An exciting opportunity has arisen for a Service Delivery Specialist/Operations Assistant to join The ZDL Group, one of the UK's leading and award-winning Cyber Security consultancies. This UK based role plays a vital part in our expanding team, and you will be a critical part of our Operations team.

This is a B2B Services position. Candidates with Manufacturing/Supply Chain/Inventory or Production experience will not be considered.

You will be joining a group of highly skilled professionals in an established, respected Information Technology Cyber Security Consultancy with a loyal customer base. The ZDL Group is a vibrant and progressive company with an agile team who are passionate about what we do. We support an office culture that is one of dynamism, autonomy and strong teamwork in a relaxed but demanding environment. Our service delivery mantra is Consistency, Quality, On Time, Every Time and In Budget.

The successful candidate will be based in The ZDL Group's Finance & Operations office in Hove 5 days a week for this permanent full-time role. Competitive salary and benefits package are on offer to the successful candidate, this includes our EMI Share Option Scheme, Private Medical Insurance, Annual Bonus, Pension and more.

Your next right move:

This role will report directly to the Operations Manager and assist in, to name a few: Scheduling of Projects, Documentation Quality Assurance (Statement of Works and Reports), Customer Satisfaction Activities, Liaising with our Consultants and ensuring all efficiencies of Operations on all levels of the business.

You will need to be an enthusiastic person who is self-sufficient, trustworthy and dependable as you will be an integral part of the team. You must be able to work to deadlines and complete tasks accurately and efficiently. Experience in a B2B Service environment is essential; working in an IT environment is a bonus. Experience in working in smaller teams in a medium size organisation is also an advantage.

For this role an extremely high proficiency in grammar and syntax is essential, along with efficient documentation review and quality assurance capabilities.

Roles and Responsibilities (including but not limited to):

- Processing Non-Disclosure Agreements for signature
- Scheduling for the Compliance team alongside the Operations Director
- Statement of Works QA as delegated by the Operations Manager
- Report Delivery and Report QA; ensuring encryption and quality

- Ensuring signatures on all documentation via Adobe Sign Tracking Sheet
- Ensuring pre-reqs with Compliance Consultants
- Post-project checks – communicating with clients to ensure customer satisfaction
- Responsible for weekly Compliance Schedule updates

Key skills:

- Proven experience as a Service Delivery Specialist/Operations Assistant, or similar position
- At least 2+ years' experience in a B2B environment in a similar Operations role
- Experience working in a Service based industry; we won't consider applicants from Product/Supply Chain backgrounds
- Proven experience in reviewing documentation to an excellent standard – high standard of grammar is essential
- Excellent written and verbal communication skills
- Ability to plan and prioritise effectively, well organised, and able to meet tight deadlines
- Interpersonal and communication skills
- Good commercial awareness, builds and manages effective relationships
- Logical problem-solving mentality
- Previous experience working for an IT Company would be an advantage
- Previous experience in working with a growing and dynamic fast-paced organisation is a plus

The successful candidate will need to provide suitable references and will be required to have background clearance checks. Employment will be subject to the results of this screening as well as testing during the interview process for Quality Assurance skills.

If you are interested in applying for this exciting opportunity, in the first instance please provide your current CV and contact details to Nadia Parello, HR Manager, at nadia.parello@zdlgroup.com. For further information, please visit www.zdlgroup.com.

Benefits

- Competitive salary with annual reviews
- Performance-related bonuses
- Company pension scheme
- Private Medical Insurance – for the family
- Company Share Option scheme
- Length of Service is linked with increases in allocated holiday days
- Parking/Season ticket scheme
- Bonuses for employee referrals
- Structured learning and development plans which can include support for professional qualifications

- Regular team meetings and social events
- Annual eye tests
- Office First Aider
- Office Mental Health First Aider

About The ZDL Group

At the forefront of IT Security Consulting, The ZDL Group's client base is diverse. Our blue-chip clients span across EMEA and come from all industry sectors from medium-size organisations to the FTSE100. Our holistic, 360° approach to IT Consulting Services and complementary security solutions are unparalleled and enable us to retain our clients by working as their strategic security partner, delivering far greater ROI.

We have two passions, Total Customer Satisfaction and Total Security Management; to deliver this, we employ only the very best people across all our locations in Brighton & Hove, London, Manchester, Edinburgh, Amsterdam, Dublin and the US.