



SOLVING
IT TOGETHER

WE'RE HIRING

Head of Client Services





DTP is a leading UK IT Infrastructure, Managed Service and Hybrid Cloud specialist based in Leeds, serving the public sector, particularly Universities, and some of the UK's most high profile businesses.

Founded in 1987, we're one of HP inc. and Hewlett Packard Enterprise top UK partners, and was HPE Gold Partner of the year in 2020. DTP has clients we have worked with for well over 20 years, but in today's ever changing world driven by IT, we need to make sure we continue to evolve our approach and services to meet the ever changing needs of our clients, and continue to stay relevant.

Our HQ is based in Leeds, but we serve clients across the UK and Europe. Having helped a lot of our clients move to hybrid working during the pandemic, we also made the strategic decision to become a hybrid work organisation and have converted our offices into hybrid workspaces.

DTP is a progressive equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, colour, gender identity or expression, marital status, national origin, disability, protected veteran status, race, religion, pregnancy, sexual orientation, or any other characteristic protected by applicable laws and regulations.



HEAD OF CLIENT SERVICES

ROLE OVERVIEW

This brand new senior role within DTP, is focused on transforming the customer experience, and part of a proposed re-organization that will bring together a number of customer facing and customer centric support functions, into a single dynamic client services organization.

The scope of the role covers the development of the current sales support, and customer services functions, as well as building out a new customer success team which is a key to ensuring that customers get an accelerated return on the investments they make when partnering with DTP.

The role will report into the DTP CEO, and will work with other operational and support areas within DTP as well as our vendor partners. The role will also work closely with Divisional Sales leads to ensure the services we deliver to our client base are leading edge.



PERFECT CANDIDATE

Will have previous experience of managing and developing customer service and support functions, mentoring and people of all ages and abilities, and building teams that deliver great experiences for customers.

Be outcomes focused, with a passion for understanding and predicting customer needs, then delivering services to meet them.

Collaborate, collaborate, collaborate, have great communication skills, have the ability to analyze, and understand the detail, and empower change.

The ability and preparedness to lead engagements and present to customers, whether they are transactional or managed service orientated customers.

THE GOOD STUFF

At DTP the growth of our people is an imperative, so we invest in training, coaching and mentoring to ensure our people can progress, learn and have opportunities to develop, upskill and learn new technologies and solutions, and other work and life skills.

We provide 25 days holiday (pro-rata) per annum (plus bank holidays), a Company Pension Scheme, a great working environment when you are in the office. We are an organisation that aims to evolve, constantly improve and drive a modern culture, with traditional values.

DTP operate a hybrid role working 2-3 days in the Leeds HQ office and 2-3 days from home.

THE DETAIL

THE IDEAL CANDIDATE WILL HAVE:

- Leadership experience including the ability to, and the experience of managing, mentoring and coaching managers and staff of all experience levels to deliver the best version of themselves, and great customer outcomes.
- Have excellent communication and presentation skills, both written and verbal
- The confidence and ability to build new teams, and oversee the establishment of the processes and metrics needed for that team to be successful (customer success)
- Understand process, be detail orientated, and have the ability to analyze and refine processes to deliver better outcomes for the client, and for the business
- Experience and confidence to engage with clients at all levels – in-person, presenting, by phone, and in writing
- Have a passion for developing and nurturing young talent
- Ability to think of creative solutions to problems/issues

YOUR DAY-TO-DAY:

- Liaising with key stakeholders within the business, with a fluid, consistent and comprehensive approach.
- Accountable for ensuring the services and service levels we are providing meet the needs of the business, and our customers.
- Leading and empowering the Sales Support and Customer Services functions, working closely with section managers and team members within each area.
- Building and empowering the Customer Success function within the business
- Ensuring key metrics are being met and reported on
- Being a figurehead for driving change, improvement, and the execution of excellence

DTP post CV19 is back into growth again, and we're scaling our team to help enable and accelerate our growth. We are looking for people who share our values, challenge ordinary thinking, and push the pace of innovation while building a future for themselves and DTP.

How do you want to make your impact?

We want people with a voice, opinions, initiatives and a passion for what they do.

EMAIL CAREERS@DTPGROUP.CO.UK TO EXPRESS YOUR INTEREST IN THE ROLE



SOLVING
IT TOGETHER

TO EXPRESS YOUR INTEREST IN THE
ROLE PLEASE EMAIL

CAREERS@DTPGROUP.CO.UK

WE ARE LOOKING FORWARD TO
HEARING FROM YOU

WWW.DTPGROUP.CO.UK

