



Specialists in IT Security Management

Job Description: Head of Professional Services

Role:	Head of Professional Services
Reporting to:	Chief Executive Officer
Size of Prof Services team:	12
Job type:	Permanent role
Location:	The Company's HQ offices in London, with travel to partner and customer sites across the UK

What you'll do:

Reliance acsn has the ambition to be the preeminent provider of cyber security services in the UK. Whilst the supply base is crowded, there is space for a mid-market system integrator, known for outstanding customer service and independent and trusted advice that offers a 'one stop shop' for clients' information security needs. Our professional services team will sit alongside our managed security services proposition as a key part of our offering to the market.

The Head of Professional Services is a critical role in a company with high growth ambitions. You will lead with the rigour necessary to maintain the highest standards that will nurture trust with our customers who need to be confident and have peace of mind from us as their security partner.

You will have overall responsibility for the professional services business, its strategy, direction, growth and P&L. You'll be managing the day-to-day operation of our professional services business, controlling performance including costs, utilisation and customer satisfaction. You will be responsible for developing the team and the talent within the team, building their skills and helping them to develop their consulting and technical skills. We want to attract the best talent in the industry and offer them rewarding career development. We want to be known for our talent.

Working closely with the Commercial Director and others in the leadership team you will drive C-level customer engagements to build relationships developing business for our consultants. You will lead by example, helping to secure new clients and working directly on customer engagements where appropriate. You must be able to lead our customers and potential clients to a confident road map to mature their information security posture and ultimately to the benefits of our managed services.

As a key member of the leadership team, you will also be expected to act as a broader business leader, collaborating in activities outside of your immediate role. You will help shape the future of our business. You will be an ambassador for the business to the market and a role model to staff.

How you'll do it:

- You'll drive consistent focus on the fundamentals, strategic aims and commercial success
- You'll help to define and build a powerful professional services team to lead our customers in strengthening their resilience and security maturity
- You'll manage recruitment, utilisation & P&L
- You'll produce accurate and timely reports which provide clarity to enable further business development and on-going relationships with each client
- You'll identify and manage operational risks ensuring they are communicated and managed proactively
- Actively work with associates to extend our capacity whilst limiting our risks
- Maintain excellent customer relationships with your selected customers to ensure continued intimacy and ongoing business
- You'll have high levels of satisfaction in your team by treating your people as individuals, giving each person the support they need to succeed and extend contracts
- You'll ensure structure and processes are in place to support your team

Key Performance Indicators:

- Revenue and Profit v budget
- Revenue growth v budget
- Customer satisfaction
- Employee satisfaction / talent retention
- Team utilisation rates
- On time deliverables
- Identifying all opportunities for commercial gain

Personality profile:

- You will be an inspiring leader
- You can be relentless in your drive to get things done at pace, making carefully considered decisions and executing them effectively
- You inspire energy and motivation in the team and our customers with an outcome-based approach and a constant focus on commercial success
- You're a collaborator. You know who the experts are and where to go to get stuff done
- You have high standards and set the bar high. You work with others to ensure they meet your standards.

Skills and experience:

- Proven track record of leading and growing a consulting business
- Proven cyber security consulting expertise
- Ability to identify and understand complex operational issues, summarise key concerns and facilitate problem solving of complex issues across business units and organisational boundaries
- Proven experience managing utilisation & customers satisfaction
- Experience developing and leading high performing teams
- Excellent written and verbal communication skills with the ability to adapt your style to the audience
- Mastery of top down customer risk and opportunity management vs the value of our offers
- Commercially astute with excellent negotiation skills
- Highly numerate with experience of proactively managing budgets & scenario development