



My Working Day



My Working Day as a: Head of Service Delivery CDSS

Organisation: BT

Type of organisation: Telecommunications

Subject of study: Business Studies

Job title: Partnership Director

Job type: Management

In which country are you currently working?: UK & USA

What does your job involve?:

As Head of MNC Service for CDSS (Contract Delivery Shared Services) my role is to act as the primary point of contact between BT's Contract Directors and the Shared Services unit. My role involves working to identify work that we can outsource to our offshore teams enabling the Contract Directors to spend more time with the customers.

I am responsible for managing SLA's (Service Level Agreements) that our delivery team achieve, to ensure that the team are meeting required targets, and ensuring BT is maximising saving opportunities to increase our bottom line.

My typical day:

Work up at 6.30 to get ready to travel into our London headquarters at St Pauls.

Arrive in the office at 8.45 and log in to check emails, as I am responsible for all MNC accounts a lot of my work is with the US teams, so often I have a lot of mails to sift through.

Respond to any immediate queries and ensure I am prepped for the day ahead.

10am, right in time for a caffeine fix, coffee meeting with a contract director to discuss a new contract just signed that the CDSS team can support, agree to a follow up meeting where we will discuss volume, timeframes and core items that will allow me to create a business case to support the transition of work.



Back to my desk to review this quarters savings tracker to see how the team are performing against our targets.

Call travel team to organise flights and accommodation for my next trip to the US.

1pm, time for lunch with the team, because we all work on different geographies we try to co-ordinate our days in the office so we can share experiences and generally catch up as a team.

Over lunch, have been asked to support my boss at a meeting with his peers straight after lunch to provide a status update on the new contracts we are bringing into the team, expected timeframes and any issues that they could help to unblock...need to run to my desk to grab my laptop so I have the right data to hand.

The meeting went well and if finished at about 3pm, time to catch up with any emails/voicemails I have missed.

4pm: audio meeting with a contract director to review the current workload of the team. He is concerned for the volume of work we are spending too many hours on the contract. Agree to take the issue offline to investigate. Following the call i manage to get hold of the Head of Offshore operations to discuss the recent concerns, and validate why the workload due to the complexities of required activities takes the time it does.

5 Minute break needed to grab another coffee, although no time to sit in our coffee shop and catch up, need to go back to desk.

5pm: attend daily update call with the CDSS transition team and key stakeholders to review overall transition plans and progress.

Home time at 5.30, however decide to skip rush hour traffic home via a small detour to the local bar to catch up with friends who also work in the city!

Three things that I like about my job:

(1): BT is a fantastic company for work life balance, and whilst my day is always very varied, I have the flexibility to manage my own time, working from home about 2 days a week.

(2): I love having the opportunity to work as part of a global team, involving lots of international travel.

(3): I love working across different contracts which have different challenges, you never know how one day will differ from the next which keeps me on my toes!

Three things that I'm not quite so keen on:

(1): Whilst I love working on a global team, sometimes this requires late night calls if that is the only time my stakeholders are available.

(2): Obviously due to the company's focus on cost management, getting approval to travel frequently requires going through multiple approval processes, which can take time away from the day job.



Key points in my career development to date:

I joined BT as part of the graduate programme which allowed me to try a number of different roles to identify a career path I would enjoy.

After the graduate scheme, I took on a role within Customer Service as a team manager to gain experience of the complexities of people management.
a very rewarding role, both developing myself, and my team.

Promoted to a Senior Service manager within BT's largest customer contract, this allowed me to gain experience working directly with the customer, and managing large service improvement programmes within BT.

Then migrated to a role within BT's service recovery team, working across contracts dealing with customer issues, aimed at implementing sustainable fixes and increasing customer satisfaction.

Decided to expand my knowledge outside of the service field, and recently recruited as head of service delivery on MNC contracts for CDSS.

What I wish I'd known when I was a student:

Build a strong network now; you never know where your friends will end up working and how you could help each other in years to come.

Tips or advice for those looking for jobs:

Take advantage of the support available at JMU, from the job application boards, to CV help and interview practice - it makes the real thing much easier and can help increase your confidence. Also, tailor your CV and applications per role - as an employer it's great to see someone who has done the research and appears passionate about the specific business and role that you are applying for.

Also don't give up - the end-end application process can seem quite long and tiresome, but when you finally have gained that job you love – it's well worth it!

