



## Service delivery consultant

**LAVA** is a management consulting firm focusing on the utilities' market and its ecosystem. Covering all aspects of the business value chain and its support functions, **LAVA** helps organisations in their business transformation and performance improvement endeavours. We deliver services with bright, experienced professionals and strive for continuous client satisfaction. To join our team and sustain our growth, we are looking for a **Service Delivery Consultant**.

### Your role

- You are responsible for the setup, implementation and follow up of service delivery (improvement) projects at the client
- You build a continuous service improvement culture in the delivery teams
- You coach, motivate and guide employees through the change process
- You manage based on facts and data and carry out this vision in the delivery teams
- You provide hands on support to professionalise service delivery and to build up the necessary capacities at the customer
- You translate the different initiatives into a roadmap taking into account future changes and obstacles
- You are involved in 3<sup>rd</sup> party management with focus on quality and delivery standards

### Your profile

- At least 3 years of experience in Service Delivery Management role(s) in IT-Services (Infrastructure, Applications, Telecom)
- You understand the core drivers behind a high quality and cost-efficient service delivery and can translate this together with your stakeholders into concrete initiatives that improve the current way of working

- Hands on experience with managing teams to perform in line with SLA, OLA, UPC
- Process thinker with a broad knowledge of service management and how to apply this in a pragmatic way, ideally ITIL certified
- You are a coach that can guide both employees and managers at the client in the new way of working and you can also coach colleagues throughout the delivery of our projects
- Analytical mind, problem solver and result driven
- Comfortable with working in complex environments
- Fit with the values of **LAVA**: entrepreneurial spirit, drive, reliable, respect, growing together
- Ambassador of **LAVA**'s qualities: expertise, listening to clients, bring effective results, master change and knowledge management, and attract good people
- You communicate fluently in Dutch, French and English

## What we offer

In order for you to be successful, **LAVA** provides an innovative, professional habitat. Our colleagues are being challenged in projects, workshops and open discussions. We offer career paths that reflect the needs of our business, aligned with individual needs, aspirations and life stages. Our total rewards package includes a range of market-relevant benefits. You enter a fun, inspiring team.

## How to apply?

If you are interested in working with our highly talented and motivated team, and think you fit the profile outlined above, we would love to hear from you. Please send your detailed resume, demonstrating your experience and skills to [lava-jobs@lava-consulting.be](mailto:lava-jobs@lava-consulting.be)