



(Junior) Service Delivery Support

IT & Change

About Downing

Downing is a fast growing, entrepreneurial investment manager based in the City of London. We believe a great investment opportunity isn't just financial, it's a chance to invest in things that matter – our environment, our health, our society, our local communities and our economy. Our ability to adapt and innovate to create investment products for our customers is key to our growth and success and our [core values](#) are vital to everything we do – from the businesses we invest in to the people we hire.

Role and responsibilities

This role would suit an ambitious and intelligent junior PMO/Service Delivery Support looking for a varied and exciting opportunity within a fast growth financial services business (ideally someone with 1-2 years' experience who is looking to progress their career)

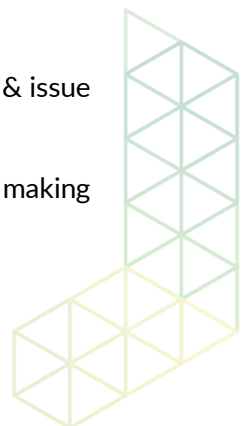
We're looking for a quick-thinking Service Delivery Support, with a passion for Service Delivery and Change and some experience in PMO / Projects as you will draw all your transferable skills for this role. The role holder must have an interest in the impact of business change and what is required to manage expectations and communicate effectively.

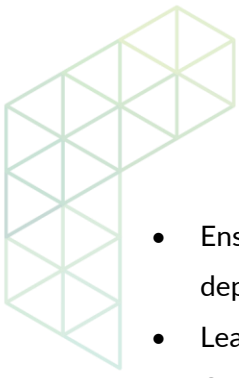
You will have a varied workload predominantly focussed on supporting the team with service delivery to ensure the business needs are met.

Responsibilities include:

This is a collaborative workplace and would suit someone who enjoys change, whilst remaining calm under pressure. We value people that have strong interpersonal skills and who adapt quickly and appropriately to change.

- Support the team to deliver a programme of business changes which includes progress & issue tracking, minutes capturing, delivery, service handover and communications.
- Attend and support the team in weekly CAB & ITSM meetings by updating changes and making notes.





- Ensure all ITSM and Delivery processes and procedures are followed correctly by the department.
- Lead a continuous process improvement workstream.
- Create and implement communication plans to keep Stakeholders updated on Business Changes.
- Coordinate and set up -vendor management reviews and produce documentation to audit supplier performance.
- Coordinate PIR reviews and track actions to ensure they are completed.
- Occasionally complete some IT Support tasks where necessary.

Key skills and experience

Essential

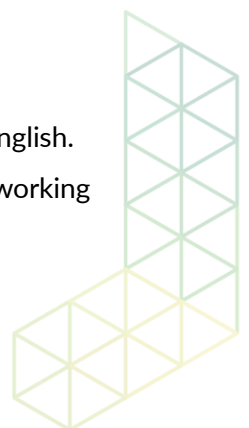
- Strong written and verbal communication skills.
- 1-2 years experience working with ITIL and implementing ITIL processes.
- Ability to bridge the knowledge gap between technical teams, user experience and business areas to facilitate key deliverables and resolve issues.
- Ability to work closely with a cross-functional team to support the delivery of business changes.
- Enjoys creating process maps and flows.

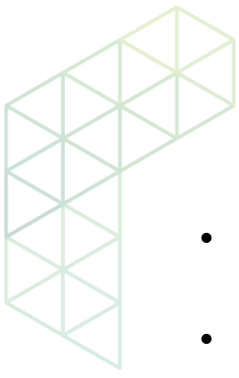
Desirable

- Experience with ITSM Systems such as ServiceNow.
- Understanding of PRINCE2 and APMP Frameworks and project management methodologies.
- Project delivery experience, both IT and non-IT preferable, including practical understanding of non-functional considerations, dependencies, and change management.
- Experience with project management road-mapping and delivery tools such as DevOps VSTS, Microsoft Project.

Personal profile

- **Organised** – you can multi-task and coordinate a number of tasks methodically.
- **Eloquent** – you can explain complex things in simple, relevant terms, and in good English.
- **Customer oriented** - you are approachable, friendly, and professional whilst working diligently. Nothing is too much trouble.





- **Passionate about what you do** - you are always happy to roll up your sleeves and learn more.
- **You are assertive and focus on execution** – you make things happen.
- **Creative** – you think outside the box. Everything can be improved, and we want someone who is confident putting forward new ideas.
- **Team player** – have fun! We do our best to cultivate an open, honest, hard-working but fun culture at Downing.

Pay and benefits

For the successful candidate, we will put together an attractive reward package that will include:

- Competitive salary dependent on experience and qualifications
- Discretionary bonus
- Pension scheme
- Health insurance
- Life assurance
- Income Protection
- Death in service
- Additional social perks

Reporting Line

This role reports into the Head of IT Service Management

Additional details

Remote working with at least three days in the office every two weeks and must be available for Onsite team workshops/meetings.

Occasional travel to Cardiff Office (1-2 times a year)

London Office, Monument.

Hours between 9.00am – 5.30pm

To understand what information we collect about you, how we will use it and for what purpose, please read our [privacy notice](#).

Downing is passionate about creating an inclusive culture that supports and celebrates diversity. This drives our ambition and brings us closer to our investment community.

