

CLOSED - Team Manager - Service Delivery (People Manager)

THE POSITION IS NO LONGER VACANT

Are you an experienced People Manager ready to lead and inspire a dynamic team in a fast-paced environment?

On behalf of our client, a well-established international company specializing in digitalization, we are seeking a passionate and skilled Team Manager to lead a Service Delivery team in Denmark. In this role, you will guide a team of 10 professionals, driving transformation, and ensuring that exceptional customer service is maintained in a rapidly evolving business landscape.

As the Team Manager, you will take responsibility for developing and managing the Service Delivery function within the Customer Service and Delivery department. Your role will focus on supporting business growth and operational efficiency by ensuring the smooth integration of service delivery with sales and delivery operations. You will also foster a culture of continuous improvement, team development, and customer satisfaction.

You'll play a key role in helping the organization achieve its business goals by transforming strategic objectives into clear, actionable plans. Your leadership will ensure your team remains motivated, aligned, and focused on delivering results.

Key Responsibilities:

- Lead, inspire, and manage the Service Delivery team to ensure optimal performance and foster a customer-centric culture.
- Drive team transformation, continuously adapting to meet evolving customer needs.
- Collaborate with the wider management team to align strategy and operational objectives.
- Represent the Service Delivery team in customer meetings, ensuring excellent customer experiences.
- Ensure efficient resource planning, manage workflows, and prioritize tasks to meet business demands. Identify skill gaps and facilitate staff development or recruitment where needed.
- Cultivate a positive and transparent communication culture, empowering the team to meet organizational goals.
- Take full ownership of service delivery according to contracts and solution designs, ensuring customer satisfaction and seamless service handovers.
- Conduct regular employee appraisals and provide constructive feedback to foster growth and development.

Qualifications:

- 3-5 years of proven leadership experience in customer service management, with a strong record of delivering high-quality services.
- Experience in change management and leading through transformations.
- Strong strategic thinking with hands-on leadership skills.
- Excellent communication and interpersonal skills, both with customers and internal stakeholders.
- Ability to mentor, motivate, and empower team members, fostering both personal and professional growth.
- Strong commercial acumen with a customer-first mindset.
- Fluency in both written and spoken Danish and English, and a relevant academic degree at Bachelor or Master level is required.

Job Title:

Team Manager,
Service Delivery
(People Manager)

Application Deadline:

As soon as possible

Company:

CONFIDENTIAL
CLIENT

City:

Copenhagen

Country:

Denmark

Contact person:

Brian Ranvits or
Christoffer Bjørk
Pedersen

Phone number:

+45 2048 0548 eller
+45 2080 1638

As a person, you are known for your integrity, professionalism, and empathy. You thrive in both independent and team settings and understand the importance of a positive work environment. You bring a passion for both people management and creating exceptional customer experiences.

Our Client Offers: An exciting and challenging role within an organization committed to digital transformation. You'll be part of a dynamic and innovative environment with a focus on the well-being of employees and numerous opportunities for professional and personal development. Attractive employment conditions are also offered.

If you are a motivated leader with a passion for driving change and delivering exceptional customer service, we'd love to hear from you!

Location: Copenhagen, Denmark

Contact: Please reach out to Brian Ranvits (+45 2048 0548) or Christoffer Bjørk Pedersen (+45 2080 1638) from European Search Company, who is managing this confidential recruitment process, if you have any questions regarding the position.