

## Service Dispatch Manager

Exeter, Devon | Hybrid working environment

Salary between £35,000 – £40,000 per annum, based on experience

### About us

Since 2009, we've been proud to be recognised as one of the fastest-growing IT managed support providers in the South West region. We offer comprehensive and competitive Managed IT Support that includes an open and transparent approach and has the region's only Zero Risk Guarantee.

We're an Exeter-based technology and IT service business that supports hundreds of organisations and thousands of people. We are fast-growing, have an excellent reputation and have a best-in-class client and colleague retention rate.

Based out of our city centre offices in Exeter and operating a modern, hybrid workplace, join a fast-paced Managed Service Provider (MSP) and work with companies with a handful of users, all the way up to large enterprise-sized businesses, educational organisations, and charities with thousands of users worldwide.

### What's needed

The Service Dispatch Manager is responsible for the effective coordination of IT support tickets, ensuring the right resources are deployed at the right time to deliver exceptional service. This role acts as a critical control point between clients, support engineers, and management, owning ticket prioritisation, escalation handling, authorisation workflows, and day-to-day team oversight.

The ideal candidate is highly organised, process-driven, and confident in managing both people and client expectations in a fast-paced MSP environment.

On commencement, we will work with you to create a personal development plan and identify and roadmap your progression path and will work with you to adapt this as you develop.

#### You'll have:

- Proven experience in an IT service desk or MSP environment
- Strong understanding of ticketing systems (e.g. Halo PSA)
- Experience in dispatching or service coordination roles
- Excellent organisational and prioritisation skills
- Strong communication skills, both client-facing and internal
- Experience handling escalations and high-pressure situations
- Previous team leadership or supervisory experience
- ITIL Foundation (or similar service management framework knowledge)
- Experience with SLA/KPI reporting and service improvement
- Familiarity with Microsoft 365 and modern workplace environments

#### Key behaviours:

- **Calm under pressure** – able to manage urgent incidents and competing priorities
- **Decisive** – confident in assigning work and making judgment calls
- **Client-focused** – prioritises service quality and communication
- **Process-driven** – values structure, consistency, and continual improvement
- **Supportive leader** – invests in team success and development

#### Key responsibilities:

##### 1. Ticket Dispatch and Workflow Management

- Own the end-to-end ticket dispatch function across the service desk
- Assign tickets based on priority, SLAs, engineer skillset, and availability
- Continuously monitor ticket queues to ensure SLA compliance and prevent bottlenecks
- Proactively rebalance workloads to optimise team efficiency and utilisation
- Ensure accurate ticket categorisation, prioritisation, and documentation standards
- Drive improvements in dispatch processes and automation

##### 2. Client Escalation and Authorisation

- Act as the primary escalation point for client issues and service concerns
- Manage high-priority and major incidents, ensuring clear communication and resolution ownership
- Approve and authorise chargeable work in line with client contracts and internal policies
- Liaise directly with clients to provide updates, manage expectations, and maintain service confidence
- Identify recurring issues and escalate internally for root cause resolution

##### 3. People Management and Leadership

- Provide day-to-day supervision and support to service desk engineers
- Ensure adherence to processes, SLAs, and quality standards
- Support training and development plans for team members
- Foster a positive, accountable, and high-performance team culture
- Assist in recruitment, onboarding, and resource planning

#### 4. Service Quality and Continuous Improvement

- Monitor KPIs such as SLA performance, ticket resolution times, and client satisfaction
- Identify trends, inefficiencies, and areas for improvement within service delivery
- Work closely with senior management to refine service processes and standards
- Contribute to reporting for internal review and client service reviews (QBRs)

#### Why join us?

- **Stability and Growth** – A business with deep roots and a clear future
- **Career Development** – Funded training, certificates, and exposure to varied projects
- **Team Spirit** – Work alongside friendly, knowledgeable people who have your back
- **Flexibility** – Hybrid working and respect for work-life balance

#### What we offer as a responsible employer

- Organically growing at around 25% year on year, offering stability and opportunities to progress
- Established for 15 years +
- A growing team of around 30 people
- Fantastic client and colleague retention
- Use of the latest technology
- Be part of a highly ambitious team
- Company subsidised pension
- Health Insurance
- Cycle to work and tech scheme approved
- 29 days of annual leave
- We offer a hybrid working environment to colleagues who have completed their onboarding and can perform their duties in a mixed office and remote setting. Typical hybrid working is 3 days in the office, 2 days at home; however, as this is an operational role, candidates should be prepared to work from the office if required.

**Due to the nature of this role, we are unable to consider applicants unwilling or unable to work from our Exeter office.**

**We're not your average IT Company and aren't looking for ordinary people to join the team. If you have what it takes to be an IT Champion, get in touch.**

To apply for this role, send your CV with a cover letter to [matt.phillips@it-champion.co.uk](mailto:matt.phillips@it-champion.co.uk)

Successful candidates will receive an email asking them to interview 10 days after the application closing date. If you do not hear from us, it means that other applicants had a greater experience which met the role requirements. We encourage you to apply for any future roles that match your skill set, experience, and knowledge.