

SAP Delivery Manager

Location: Onshore Aberdeen, opportunity for hybrid working

Role Type: Contractor PAYE

Contract Duration: 12 months

Day Rate: Competitive

Time Type: Full time

Date Posted: Friday 09 October

Closing Date: Thursday 6th November

The Role

At Serica Energy, we're investing in the technologies and capabilities that support safe, reliable and efficient operations across our business. As our SAP Service Delivery Manager, you will play a key role in ensuring that SAP services transition seamlessly from project delivery into stable, high-performing business operations.

This is a highly visible leadership role within our IT, Digital & Data team, responsible for establishing and governing the support framework that underpins our ERP roadmap. You'll work across technical, operational and business teams to ensure SAP services are reliable, well-supported and aligned with business needs.

Success in this role will depend on strong Communication, building trusted relationships with stakeholders, delivery partners and end users to ensure service expectations are understood, managed and achieved. You will be a confident influencer, providing clarity during periods of change and operational transition.

You'll foster a culture of Learning by encouraging knowledge sharing, developing support capabilities and driving continuous improvement across SAP services. Your leadership will help ensure lessons learned are translated into better service outcomes and long-term operational excellence.

At Serica, we value Empowerment & Accountability. You will take ownership of service governance, readiness and performance, while holding partners and stakeholders accountable for delivering against agreed standards. Through collaboration and Respect, you'll help create an environment where people work together effectively to support safe and efficient operations.

What we are looking for in potential candidates:

We are seeking a service-focused SAP leader who combines operational expertise with strong stakeholder engagement and governance skills.

Leadership & Responsibilities

- Lead the transition of SAP solutions into business-as-usual support, ensuring operational readiness and service stability.
- Establish and govern effective support processes across incident, problem, service request and escalation management.
- Build strong partnerships with business stakeholders and external support providers to deliver excellent service outcomes.
- Provide oversight throughout hypercare and service stabilisation activities, ensuring successful handover into steady-state operations.

- Drive continual service improvement through performance monitoring, governance and operational best practice.
- Champion service quality, compliance and operational resilience within a 24/7 upstream operating environment.

Experience & Qualifications

- Proven experience leading SAP service delivery, service transition or ERP support functions.
- Strong understanding of IT service management, operational governance and support operating models.
- Experience managing third-party support partners and service performance against agreed outcomes.
- Demonstrated ability to influence stakeholders across business, operational and technology functions.
- Experience supporting business-critical systems within complex or operationally intensive environments.
- A collaborative leadership style with high levels of integrity, professionalism and accountability.

Our Culture

Serica offers the opportunity to be part of a busy, vibrant working environment with a strong culture rooted in mutual respect and trust.

We are passionate about building an inclusive culture that attracts and encourages diversity. We want our employees to feel that they can bring their true self to work, as we recognise the potential that this unlocks and the value that it brings.

We have created an environment that puts people at the heart of everything we do, based on a shared set of values. This means not just doing the essentials of looking after everyone's health, safety and wellbeing but their development, their sense of belonging and their success. Only by making our values a real part of everyday life at Serica can we achieve our goals and grow as individuals and together.

In real terms this means being truly supportive of the things that matter to our people.

Next Steps

If, having read the information above, you would be interested in a conversation to take things forward, please use the **Apply Here** button to submit your application.

Please note that applications for this role will be managed by our recruitment partner, the Orion Group. By submitting your application, you acknowledge that your personal data will be shared with and processed by Orion for the purposes of recruitment. For queries or to exercise your data protection rights, you can contact Orion at marketing@orioneng.com. Further information on how your data is used can be found in their [Privacy Policy](#).