

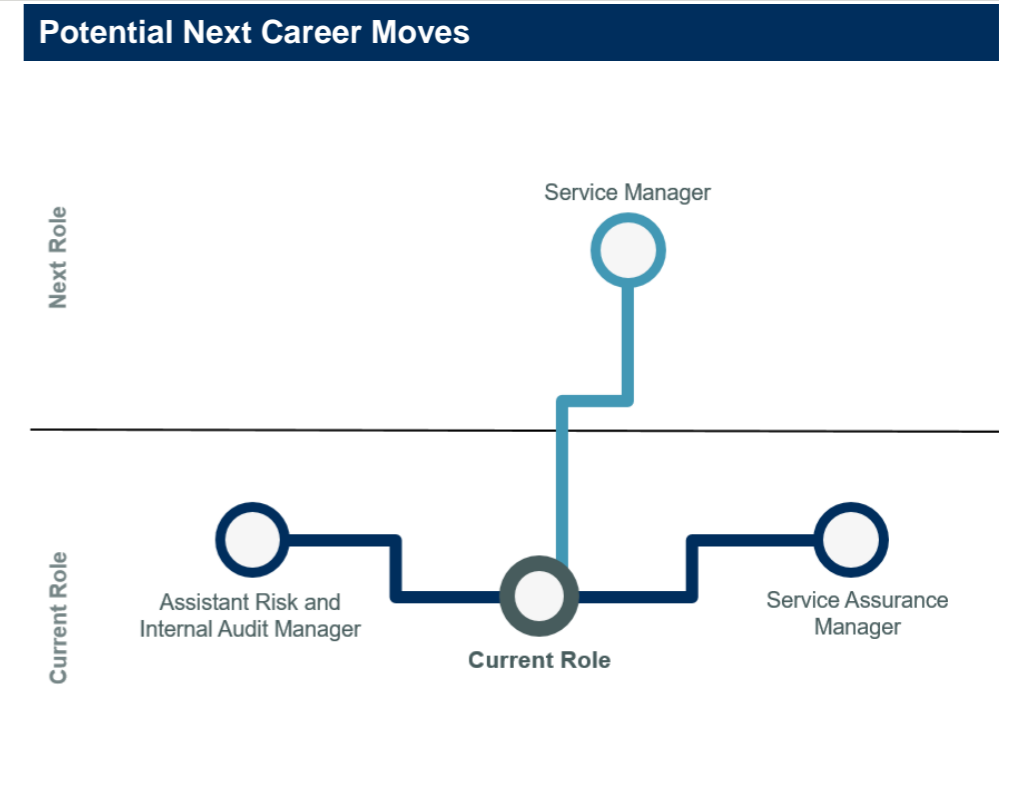


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| Role Title | Services Delivery Manager – Regional Services | | |
| Job Family | Commercial and Procurement | Sub Category | Procurement |
| Behaviours | <ul style="list-style-type: none"> Making Effective decisions | <ul style="list-style-type: none"> Managing a Quality Service | <ul style="list-style-type: none"> Commercial Awareness |
| Purpose | Co-ordinate and manage performance of Regional Services global use of key supply chain that underpins our live service provision to customers | | |

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| Key Accountabilities | | |
| <ul style="list-style-type: none"> Provide financial administration, Quality Assurance, Governance and reporting for Regional Services portfolio activities that are outsourced. Define processes, coordinate and plan resources, ensure adherence to SLAs, validate and report to internal stakeholders and Customers Manage relationships with third party suppliers directly or through Regional Delivery Managers, ensure services are delivered in accordance with SLA; provide Customer with relevant MI as part of assurance process Work with Procurement to drive procurement processes, develop and implement planning, engage suppliers, establish contract governance and mobilise contracts | <ul style="list-style-type: none"> Monitor financial performance of contracts and manage the contract change process; seek ways to improve performance whilst maintaining service standards Manage risks proactively; implement risk planning to ensure compliance and monitoring of strategic and operational risks; deal with associated issues as they arise Work with clients and service providers to ascertain ongoing requirements and review service; input into shaping proposals for new work or service renewals Support Service Portfolio Manager as required and escalate as needed to ensure Regional Services keep on track. | <ul style="list-style-type: none"> Support Regional Services with any minor works request that fall outside of Regional teams, such as purchasing to support rapid deployment in response to crisis. |

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| Authority and Scope |
| <ul style="list-style-type: none"> Value of supplier contracts for worldwide inspections is c.£3M per annum; ensure frameworks are live (in partnership with procurement), ensure Purchase Orders raised, received and approved are accurate Support minor projects outside of regional portfolio delivery such as satellite billing subscriptions to directorates Ensure inspection programme delivered to agreed quality, budget and timeframe, utilizing Regional Portfolio structure Ensure surveys and visit reports are actioned and outputs digitally stored drawing in admin team support as needed Ensure third party contractors deliver in line with SLAs and meet KPIs, relaying the same to customers Maintain service improvement plans and future service roadmaps Meet customer financial reporting requirements liaising with Regional Teams and finance as needed Innovate performance reporting to show added value to stakeholders |

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| Internal and External Communications |
| <ul style="list-style-type: none"> Work closely with the Service Portfolio Manager to engage the necessary admin and project support resources available to you Strategic Sourcing team to procure and manage suppliers and resources; liaise with internal stakeholders to address customer issues Third party service suppliers to monitor and validate services delivered E&O liaison for requisition of programme resources and to advise future requirements Co-ordinate Service Provider, Customer and FCDO Services SMEs Feed Management Boards to report on performance of contracts and live services Establish technical community with peers, including TWOs, the SM team and SMEs across the business, to validate technical provision |



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| Skills |
| <ul style="list-style-type: none"> Customer/supplier relationship management Stakeholder management Contract management Risk management Service reporting Planning and organising Governance Analyse, interrogate and evaluate data |

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| Qualifications, Knowledge and Experience |
| Essential |
| <ul style="list-style-type: none"> Understanding of effective governance and stakeholder management Evidence of financial control and reporting Evidence of enabling delivery through others such as supply chain Able to deliver outcomes to agreed standards Adaptable communication and influencing skills |

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| Desirable |
| <ul style="list-style-type: none"> Understanding of NEC Engineering & Construction or Professional Services Contracts Knowledge of analysis techniques, business and/or systems, and its application in a project or live service environment IACCM qualification Knowledge of programme and project processes; Prince 2 or equivalent Experience of requisitioning using an oracle system |