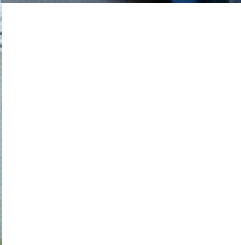
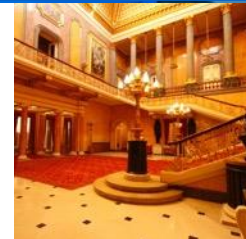




FCDO Services

Director, Customer Relationships & Strategy

Candidate Pack | November 2023





FCDO Services Overview

We are FCDO Services. As part of the Foreign, Commonwealth and Development Office (FCDO), we work with government partners in the UK and overseas, providing a wide range of secure services, including logistics, construction, digital and security solutions.

Our work is varied, both in content and location: from building and maintaining embassies to hosting secure servers for government partners; from providing logistics support to the UK government's network of more than 250 diplomatic missions, across 168 countries, to delivering highly secure radar and communications installations for the Ministry of Defence. It is vital work supporting our nation's interests all over the world.

Our Organisation

FCDO Services is an Executive Agency and Trading Fund, owned by the FCDO. Our work supports diplomacy, defence and development for the UK government and our global partners. We have a developing customer base which includes the Ministry of Defence, the Home Office and international partners. We are also home to UK National Authority for Counter-Eavesdropping (UK NACE), the UK's Technical Security experts.

FCDO Services has been a Trading Fund, a commercially run government agency, since 2008 and is part of the FCDO. Our primary purpose is to support the FCDO deliver the UK's diplomatic aims. We have used our commercial status to expand our customer base to become more accountable, streamlined and efficient.

We currently operate with c£200m annual revenue, providing high quality secure technical and competitively priced services. To achieve this, we aim to be a trusted, agile and global partner to the FCDO but also to other partners across government. We have a developing customer base that includes the Ministry of Defence, the Home Office and some international partners, including the Five Eyes community and international organisations.

Our staff are based where they can offer the best support to our partners, in the UK and overseas, including 130 employees who live and work overseas in four regional hubs in Washington DC, Brussels, Pretoria and Bangkok and in other posts worldwide.

In total we have c1350 staff with most based at our secure site in Hanslope Park, Milton Keynes and c200 working from the FCDO headquarters in King Charles Street, Whitehall. Our teams work together across a global network to provide secure working environments to protect people, assets and information.

Our Strategy

Our ambition

The organisation of choice for innovation in protecting the people, assets and data of the Government and its partners worldwide.

Our purpose

We provide trusted, secure and resilient services to support diplomacy, defence and development for the UK Government and our global partners.

Our vision

Sustaining secure, global capability for the UK and its partners.

Our Strategic Objectives

Security at the heart

Security is at the heart of our business, and is threaded through everything we do. Through our innovative products and services our operational delivery provides confidence to our customers that their operations are secure. Our security-cleared people have unique security skills and expertise and their work is supported by a modernised secure IT platform.

Ease of doing business

To offer the best customer experience, providing simpler, streamlined processes focused on delivering an efficient, transparent and collaborative service. A focus on continuous improvement to deliver transformative business benefits and efficiencies.

Provider of choice

To be the provider of choice for our key customers, primarily our owner the FCDO. Our focus is on secure digital and infrastructure solutions, and logistics. Through our capacity, capability and track record to deliver multi-year, repeatable programs we aim to instil confidence in our customers.



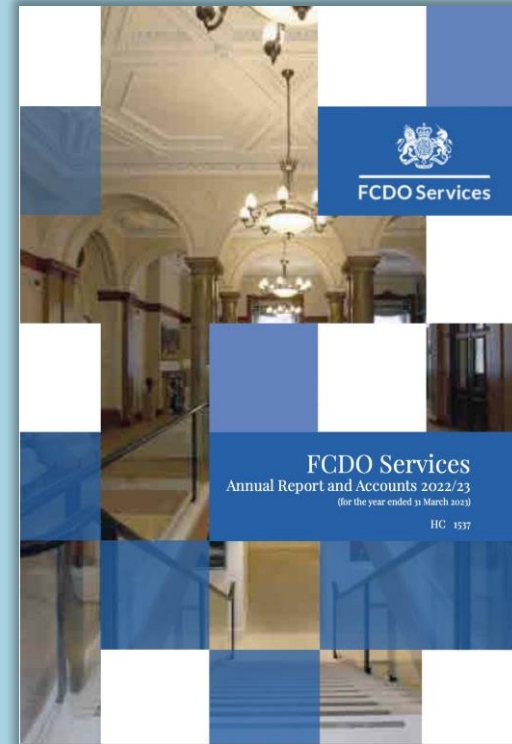
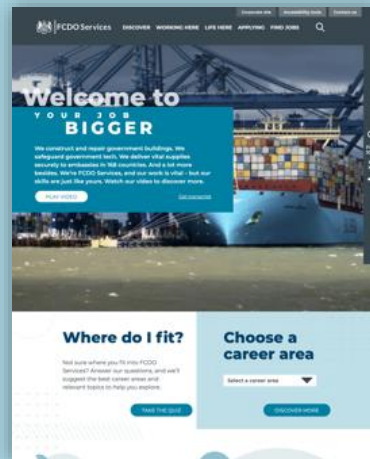
More Information

For more information about FCDO Services, please visit our corporate and careers websites.

Visit our [corporate website](#)



Visit our [careers website](#)




To view or download our most recent Annual Report, please

Equality, Diversity and Inclusion

At FCDO Services we're aiming to create a truly inclusive business, and to play our part in helping change the balance in the industries we're part of too. We are proud of the progress we've made to date, while recognising there is work still to do.

But what does a truly inclusive business feel like? It's where you can be yourself, no holding back. Where you can be appreciated for who you really are and recognised for the contribution you make. It's where you're supported to do your best work. Where your managers care about trying to meet your needs, from the right working conditions and tools, to the right work patterns. That's the environment we want for everyone at FCDO Services.

You can find more information about our approach to diversity and inclusion [here](#).



The screenshot shows a website page for FCDO Services with the following content:

- Header:** Corporate site, Accessibility tools, Contact us, FCDO Services, DISCOVER, WORKING HERE, LIFE HERE, APPLYING, FIND JOBS, and a search icon.
- Section Header:** Diversity and Inclusion
- Image:** A photograph of three diverse professionals in a meeting.
- Text:** "We're aiming to create a truly diverse and inclusive business here at FCDO Services – and we recognise our part to play in helping change in the technology and construction industries too."
- Vertical Sidebar:** FIND JOBS, FIT ME, and a search icon.
- Text Block 1:** "What does a truly diverse and inclusive business feel like? It's where you can be yourself, no holding back. Where you can be appreciated for who you really are and recognised for the contribution you make."
- Text Block 2:** "It's where the whole team makes a conscious effort to understand and support each other's cultures, backgrounds, experiences. Where training is given across the business to help us all do that better."
- Text Block 3:** "It's where you're supported to do your best work. Where your managers care about trying to meet your needs, from the right working conditions and tools, to the right work patterns."
- Text Block 4:** "That's the environment we want for everyone at FCDO Services – and we work hard every day to achieve it."
- Section Header:** Our vision
- Text:** "Our vision is to be a diverse and inclusive organisation that looks after the wellbeing of all of our people. To enable us to achieve this we are focused on four areas: Inclusion, Respect at Work, Attracting and Promoting Talent; and Wellbeing. Each area is championed by a member of our Executive board."
- Image:** A circular inset image showing a group of diverse people collaborating around a table.



Role Overview

Reporting directly to the Chief Executive Officer, the Director Customer Relationships & Strategy is a pivotal role at the heart of our partnership with the FCDO and other customers. The role focuses on organisational strategy, strong relationships, and commercial arrangements, supporting what FCDO Services deliver today and our future strategic direction, ensuring success for all our customers. A key focus of the role is creating and maintaining strong long-term relationships, working collaboratively with others, internally and externally, to create and lead the implementation of policies that will optimise FCDO Services' existing customer portfolio. Additionally, the role will lead a team of experts to drive business growth and performance that aligns with the security and diplomacy agenda of our key customers and owner.

The Role

Key responsibilities

- In conjunction with delivery and finance teams, lead commercial policy, discussions and negotiations, to ensure activities and solutions are aligned with our corporate strategies and plans
- Lead a strong team to deliver a basis for sustained growth, utilising all the people, processes, and strategies necessary in a customer-first manner
- Responsible for creating a sustainable and deliverable pipeline and implementing commercial policy to meet plans on forecasted revenue and margin
- Further develop key stakeholder relationships with our owner and other customers (primarily across Whitehall), adding value to these relationships and driving shared goals
- Develop and implement a joined-up and data driven account strategy, working collaboratively to bring coherence across all service delivery lines
- Increase product adoption, customer loyalty and retention, and customer satisfaction.
- Collaborate with internal delivery departments and third-party organisations, creating and optimising delivery strategies to meet value for money objectives
- Produce and implement comprehensive market insights and analysis to support innovation, decision-making, product focus, stakeholder management and broader communications
- Lead the organisational strategy and corporate planning, working collaboratively with customers and internal teams to produce a clear, focussed and engaging vision and direction
- Member of the executive team and will sit on a number of executive committees.

Person Specification

Essential criteria

- Demonstrable record of delivering results in a complex organisation at senior leadership level
- Proven track record of successfully enhancing customer relationships and satisfaction
- Strong commercial acumen with experience of negotiating commercial contracts, managing risk and due diligence
- Expert written and oral communication skills, with experience of engaging and influencing at C-level to drive business objectives and empowering others with a team approach
- Experience in scaling and driving sustainable business
- Track record of developing and translating market analysis in a diverse environment into deliverable programmes
- Ability to manage change and challenge the status quo to achieve stretching objectives
- Advanced business experience and ability to create strategies, plans, guidelines, and objectives.

Person Specification

Civil Service Behaviours

The Civil Service Behaviour definitions outline the expected type of behaviour or competence within a role.

This role is a **Level 5**, more information on the behaviours can be found by reading the online Success Profiles document [here](#).



For this specific role, the focus will be on;

Leadership

Seeing the Big Picture

Managing a Quality Service

Communicating and Influencing

Terms of Appointment

Duration

This opportunity is available on a permanent basis. Applications made on the basis of a permanent transfer or a loan from existing civil servants are welcomed too.

This role has a minimum assignment duration of three years. An assignment duration is the period of time a Senior Civil Servant (SCS) is expected to remain in the same post to enable them to deliver on the agreed key business outcomes. The assignment duration also supports your career through building your depth of expertise.

As part of accepting this role you will be agreeing to the expected assignment duration set out above. This will not result in a contractual change to your terms and conditions.

Please note this is an exception only, it is not something which is written into your terms and conditions or indeed

which the employing organisation or you are bound by.

It will depend on your personal circumstances at a particular time and business needs, for example, would not preclude any absence like family friendly leave. It is nonetheless an important expectation, which is why we ask you to confirm you agree to the assignment duration set out above.

Contract Type

This is a full-time role. However, some flexible working arrangements (including job share partnerships, and/or commencing the role while holding a non-executive directorship) may be considered. We also operate a Hybrid Working Policy to allow some homeworking, depending on role and business need.

Vetting

Appointment will be subject to successful completion of Developed Vetting (DV). More information about the vetting process can be found on our careers website.

Location

This role is based at Hanslope Park, Milton Keynes with the requirement for some travel within the UK and Overseas

Terms of Appointment

Remuneration

Salary: £75,000 to £117,800

There is a base salary per annum plus an attractive pension and other benefits including flexible working.

Future pay awards will normally be made in line with the prevailing SCS performance - related pay arrangements. Increases depend on individual circumstances including your current salary level at the award time.

There is potential for a non - consolidated performance -related bonus in line with SCS remuneration policies.

For existing civil servants applying on level transfer or promotion, normal Civil Service pay rules apply.

The successful candidate will be appointed on the modernised SCS terms and conditions.

Existing civil servants will retain their existing rights if accepting this post on level transfer.

Recruitment Process

How to apply

Applicants should complete the online application form and attach a current CV. Your application should pay particular attention to outlining your interest in the role, the relevant experience that you could bring and how you meet the essential criteria as defined in the person specification.

Failure to submit both a CV and an application will mean the panel only have limited information on which to assess your application against the criteria.

If you require a point of contact, then please email Melissa.Scott@fcdo.gov.uk in the first instance.

Closing date for applications is 3rd December 2023

Reasonable Adjustments

We are committed to equality in the recruitment process. We would like to make your experience as positive and comfortable as possible. We believe that you are the best person to tell us what you need so please let us know of any reasonable adjustments we can make and any barriers that you face in the working environment.

If you would prefer to discuss your requirements in more detail, please contact: melissa.scott@fcdo.gov.uk in the first instance.



Recruitment Process

Shortlist

The panel will assess and score your application in order to select those demonstrating the best fit with the role by considering both the evidence you have provided against the essential criteria set out in the 'Person Specification' section and the detail within your CV. Failure to address any or all of these may affect your application.

If you are shortlisted, you will be asked to take part in a series of assessments which may include psychometric tests and staff engagement exercise. Full details will be provided at the time. These assessments will not result in a pass or fail decision. Rather, they are designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

Shortlisted candidates will have the opportunity to speak with a business representative in FCDO Services prior to the formal interview to find out more about the role and organisation. This will not form part of the formal assessment process. Shortlisted candidates will be invited to attend a final panel interview, full details will be provided to those invited.

Selection Process

The Panel: Mike Astell, CEO, FCDO Services

Gayle Worvill, Director of People, FCDO Services

Non Executive Director, FCDO Services Board

Panel members may alter, those successful at sift will be notified of any changes at this stage.

Guaranteed Interviews

Disability Confident Scheme

The Civil Service embraces diversity and promotes equal opportunities. As such, we participate in a Disability Confident Scheme (DCS).

Disabled applicants who meet the minimum selection criteria as set out in the essential criteria of the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

Civil Service 'Great Place to Work for Veterans' scheme

We are part of 'The Great to Place to Work for Veterans' scheme so if you have completed at least one year in His Majesty's Armed Forces (as a Regular or Reserve) and are in transition from the Armed Forces, or no longer a member, please notify us when prompted as part of the online application process. You can find out more about the scheme by clicking [here](#).

Redeployment Interview Scheme

Civil Service employees (including Senior Civil Servants and Crown Arms Length Bodies) who are at risk of redundancy and who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit and at-risk candidates will be able to self-identify during the application stage.

For all guaranteed interview schemes, there may be exceptions made on reasons of time or resource for high-volume recruitment where the vacancy manager may decide to select the candidates who best meet the minimum criteria, rather than all of those who meet the minimum criteria.

Indicative Timetable

We will endeavour to offer flexibility, but it may not be possible to offer alternative dates for assessments or interviews. Please note that these dates may be subject to change and at this stage are indicative.

Stage	Timescale
Applications close	3 rd December 2023
Shortlisting	w/c 12 th December
Assessments and Stakeholder discussions	18 th December – 8 th January
Interviews	w/c 15 th January



Additional Information

Official Secrets Act

This post is covered by the Official Secrets Act.

Eligibility - Nationality and Security Clearance

This role is a reserved post and therefore applicants must be a British Citizen.

To be eligible for DV clearance applicants must have lived in the UK for at least five out of the past ten years, at least one of which must be for a period of 12 consecutive months.

To be eligible for SC Clearance applicants must have lived in the UK for at least two of the past five years, at least one year of which must be 12 consecutive months unless you have served overseas with HM Forces or in another official capacity as a representative of His Majesty's Government or have lived overseas as a result of your parent's or partner's Government employment.

Conflicts of Interest

Candidates must note the requirement to declare any interests they may have that might cause questions to be raised about their approach to the business of FCDO/FCDO Services. They are required to declare any relevant business interests, share holdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for themselves and for their spouses/partners. The successful candidate will be required to give up any conflicting interests and their other business and financial interests may be published.

The Civil Service Code sets out the standards of behaviour expected of you and other civil servants. These are based on the core values which are set out in legislation. As a civil servant, you are expected to carry out your role with dedication and a commitment to the Civil Service and its core values integrity, honesty, objectivity and impartiality.

More information on the Civil Service Code can be found [here](#).

Additional Information

Civil Service Commission

This appointment is regulated by the Civil Service Commission. The Civil Service Commission has two primary functions:

- Providing assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition. For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel.
- Hearing and determining appeals made by civil servants under the Civil Service Code, which sets out the Civil Service values – Impartiality, Objectivity, Integrity and Honesty - and forms part of the relationship between civil servants and their employer.

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the Civil Service Commission's Recruitment Principles.

For more information, visit:

<https://civilservicecommission.independent.gov.uk/recruitment/recruitment-principles/>

Complaints

FCDO Services recruitment is regulated and underpinned by the Civil Service Commission Recruitment Principles. The principles explain the legal requirement that selection for appointment to the Civil Service must be on merit and on the basis of fair and open competition.

If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact FCDOServices.Recruitment@fcdo.gov.uk in the first instance.

If you are not satisfied with the response you receive from FCDO Services, you can contact the Civil Service Commission. For more information, please visit their [website](#).



FCDO Services

For more information about us, visit:

fcdoservices.careers.gov.uk

