

Role Title	Deputy Head of Sensitivity Review Service				
Job Family	Knowledge and Information Management	Sub Category	Sensitivity Review	Grade	D6
Behaviours	<ul style="list-style-type: none"> Leadership Managing a quality service Making effective decisions Leadership Charter 				



FCDO Services

Purpose	Deputy to Head of Sensitivity Review Service and lead on new customer accounts for the Digital Review Service				
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Key Accountabilities					
<ul style="list-style-type: none"> Lead on-boarding of new customers through Feasibility Study, Service Development and Service Provision to the value of £30m, in accordance with FCDO Services commercial processes and Salesforce administration; Working with department and other FCDO Services teams to ensure that appropriate contractual and commercial agreements are in place for new customers; Accountable for developing and maintaining a high level of customer satisfaction; resolution of escalations and stakeholder management and FCDO Services reputation; Accountable for new customer service delivery, monitoring within agreed SLAs and status reporting to head of department; 		<ul style="list-style-type: none"> Maintain a clear understanding of customer direction, ensuring FCDO Services is best positioned to identify and develop new opportunities for related technology diversification; Ensure SRS compliance with HR policies and Procurement guidelines; Accountable for delivering the target revenue from each new customer managed for each financial year and ensuring contingency plans are up to date; Holding our suppliers to account for delivery performance and service provision Recruit, direct, engage, performance manage, coach and develop the SRS team, to drive high performance; 		<ul style="list-style-type: none"> Ensure that future SRS strategy is matched by the appropriate human and financial resources, and that risks to the strategy are identified, assessed and raised with the head of department; Responsible for effective co-ordination between the digital and paper review operations of SRS to ensure a balance of resources applied and work flow achieved, to ensure all customer requirements are met; Contribute to leadership of department (as a member of the SRS leadership team) and to wider strategic plans and the corporate business planning processes and reporting; Maintain own professional development and expertise to support and grow the business. 	

Authority and Scope	Internal and External Communications	Potential Next Career Moves
<ul style="list-style-type: none"> Deputise for the Head of Sensitivity Review Service during periods of absence; Direct line management of C5 employees and subordinate staff; Authority to undertake process/business changes in response to customer feedback; Responsible for the continuous service improvement of the end-to-end digital sensitivity review and transfer process to meet the needs of customers; Manage and delegate responsibilities effectively, ensuring resources are used in an effective, cost efficient manner and within FCDO Services continuous improvement ethos; Champion the transition of the team to a multi-customer service environment. 	<ul style="list-style-type: none"> Customers (at Director level and above) to manage and develop the business; Stakeholder liaison with FCDO and other existing customers, and well as potential customers and external stakeholders; FCDO Services digital review team, the Senior Sensitivity Reviewer, the Sensitivity Review Service Desk and third-party commercial collaborators involved in delivery of the digital review service; Government forums and networks (e.g. GKIM and ADRO) in order to share updates on FCDO Services Sensitivity Review Services; The National Archives (TNA) and the Advisory Council on National Records and Archives (ACNRA); Senior representatives of supplier(s). 	

Skills	Qualifications, Knowledge and Experience	
<ul style="list-style-type: none"> Customer/supplier relationship management; Business planning and forecasting Negotiation; Customer service; Drafting / author professional and technical documents; Financial Management; Strategic planning; Resource management; Problem solving; Bid development and Management A high level of security awareness. 	Essential	Desirable
	<ul style="list-style-type: none"> Educated to degree level in Business Management, IT, Technology or a related qualification or experience; Experience of managing budgets and application of financial processes; Resilient and able to deal with and react to conflicting and/or changing priorities; Project and or Programme Management experience; Line Management experience; Able to work at pace in a rapid, changing environment. 	<ul style="list-style-type: none"> Experience of working across government organisations; Experience of working with Government organisations in commercial situations; Holds an MBA; Bid management experience, including pricing; Knowledge of Records management; Experience of Public Records, FOI and GDPR and practices.