Role Title	Deputy Head of Sensitivity Review Service					
Job Family	Knowledge and I	nformation Management	Sub Category	Sensitivity Review	Grade D	6 26
Behaviours	Leadership	Managing a quality	service • Mak	ing effective decisions	Leadership Charte	r
Purpose	Deputy to Head of	of Sensitivity Review Serv	vice and lead on new	customer accounts for	the Digital Review Se	ervice
Key Accountabilities						
 Service Development £30m, in accordance processes and Sales Working with departre ensure that appropriat agreements are in plate Accountable for development and FC Accountable for new 	t and Service Provi with FCDO Service force administration nent and other FCE ate contractual and ace for new custom eloping and maintain r, resolution of esca CDO Services reput customer service d	es commercial n; 00 Services teams to commercial ers; ning a high level of lations and stakeholder eation;	 FCDO Services is li opportunities for re Ensure SRS compliguidelines; Accountable for de customer managed contingency plans a Holding our supplie service provision Recruit, direct, eng 	derstanding of customer of best positioned to identify lated technology diversific iance with HR policies and livering the target revenue I for each financial year ar are up to date; ers to account for delivery age, performance manage eam, to drive high perform	and develop new ation; d Procurement from each new ad ensuring performance and e, coach and	Ensure that future SF human and financial identified, assessed a Responsible for effect paper review operation applied and work flow requirements are me Contribute to leaders leadership team) and business planning pr Maintain own profess and grow the busines
Authority and Scope			Internal and Externation	al Communications		Potential Next Care
 to customer feedbac Responsible for the end-to-end digital semet the needs of c Manage and delegation 	nent of C5 employe ke process/busines ck; continuous service ensitivity review and ustomers; te responsibilities e in an effective, cost es continuous impri ition of the team to	es and subordinate s changes in response improvement of the I transfer process to ffectively, ensuring c efficient manner and ovement ethos;	 develop the busin Stakeholder liaiso and well as poten FCDO Services d Reviewer, the Se commercial collab review service; Government forun order to share up Services; The National Arch National Records 	rector level and above) to ness; on with FCDO and other el itial customers and externa- ligital review team, the Sel nsitivity Review Service D borators involved in delive ms and networks (e.g. GK dates on FCDO Services and hives (TNA) and the Advis and Archives (ACNRA); atives of supplier(s).	xisting customers, al stakeholders; nior Sensitivity esk and third-party ry of the digital IM and ADRO) in Sensitivity Review	Service Delivery Manager in other an
Skills			Qualifications, Knowledge and Experience			
 Customer/supplier re Business planning ar Negotiation; Customer service; Drafting / author prof Financial Manageme Strategic planning; Resource manageme Problem solving; Bid development and A high level of security 	nd forecasting essional and techni ent; ent; d Management		 Essential Educated to degr Technology or a r Experience of ma processes; Resilient and able changing prioritie Project and or Pro Line Management 	ee level in Business Mana related qualification or exp maging budgets and appli- to deal with and react to s; ogramme Management ex	erience; cation of financial conflicting and/or perience;	 Desirable Experience of wor commercial situation Holds an MBA; Bid management Knowledge of Re Experience of Pute

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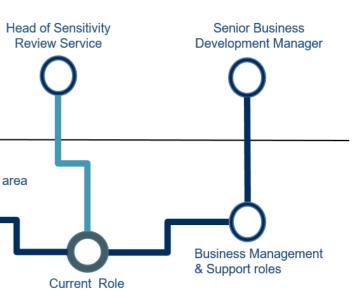


SRS strategy is matched by the appropriate al resources, and that risks to the strategy are d and raised with the head of department; ective co-ordination between the digital and tions of SRS to ensure a balance of resources ow achieved, to ensure all customer net;

rship of department (as a member of the SRS nd to wider strategic plans and the corporate processes and reporting;

ssional development and expertise to support ess.

eer Moves



orking across government organisations; orking with Government organisations in ations;

nt experience, including pricing; Records management; ublic Records, FOI and GDPR and practices.