

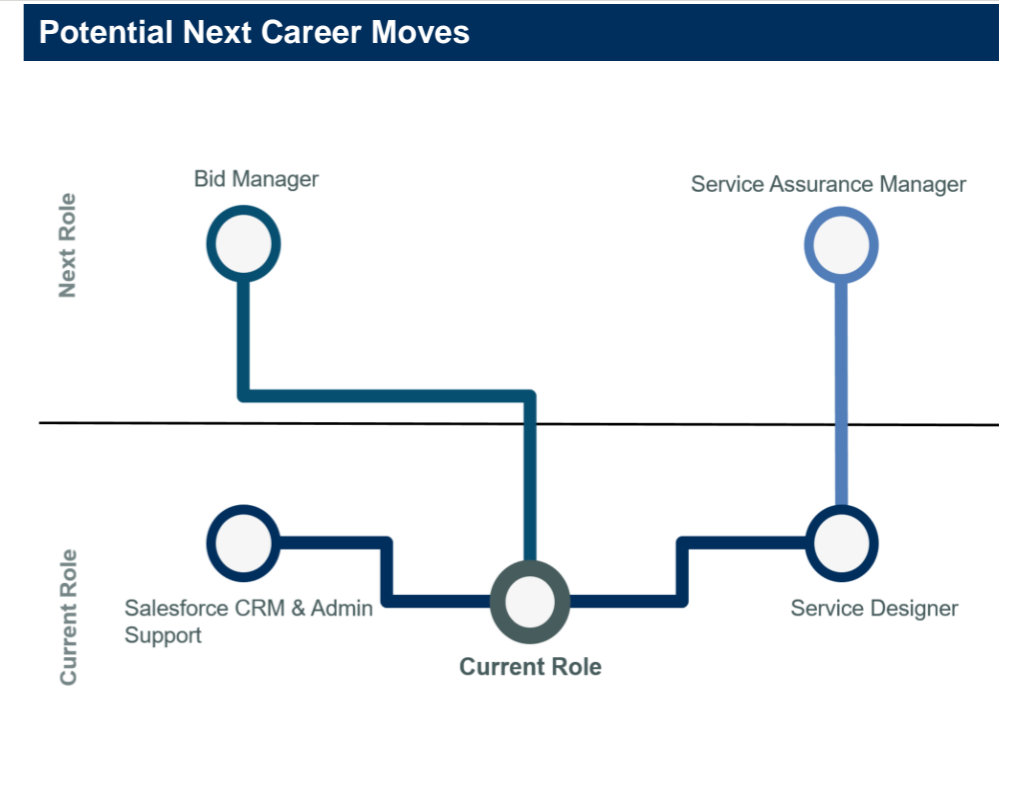


Role Title	Business Relationship Support Officer				
Job Family	Commercial and Procurement	Sub Category	Service Management	Grade	B3
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions 	<ul style="list-style-type: none"> Delivering at Pace 	<ul style="list-style-type: none"> Commercial Awareness 		
Purpose	Manage customer accounts on a day to day basis to support the achievement of high levels of customer satisfaction.				

Key Accountabilities	
<ul style="list-style-type: none"> Ensure the commercial business, governance and finance processes are carried out and records maintained in a timely and accurate manner Produce monthly and ad hoc financial and management information to support the management of customer accounts Assist the Senior Government Relationship Manager in progression of an opportunity through to live service including development of fully costed proposals Support the Senior Government Relationship Manager in managing and improving customer satisfaction by providing timely responses to ad hoc customer queries and requests for information 	<ul style="list-style-type: none"> Identify and suggest efficiencies and customer service improvements (CSIs) within the customer management process Support the wider team with ownership of various internal business management processes and activities Continually learn and develop knowledge and skills to support and grow the business

Authority and Scope
<ul style="list-style-type: none"> Complete work in accordance with agreed parameters following relevant policies and processes Take action to identify, address risks, and resolve or escalate Monitor and maintain all required financial records for compliance and audit to all agreed requirements

Internal and External Communications
<ul style="list-style-type: none"> Check and verify information with internal stakeholders to ensure accurate record keeping Exchange factual information with customers and deal with all enquiries in a professional manner



Skills
<ul style="list-style-type: none"> Customer/supplier relationship management Analyse, interrogate and evaluate data Costing products/projects/services Customer service

Qualifications, Knowledge and Experience
Essential
<ul style="list-style-type: none"> ITIL and Agile Foundation level or committed to completing once in role, or experience working in an information technology role Experience of the Microsoft Office Suite; working knowledge of Excel Some experience of report or technical writing

Desirable
<ul style="list-style-type: none"> Experience of using relevant systems and tools (Salesforce, Prism, Service Now, Oracle) Experience of working with other government departments Experience of working in customer focused environments