



Role Profile

Role Title	Business Relationship Support Officer
Business group and team	Technology & Operations Government Relationships
Job Purpose Overview	A Business Relationship Support Officer is primarily responsible for the day to day financial management of the live services, ensuring adherence to financial process & governance, reporting and resolution of ad hoc queries in relation to live services
Organisational position	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: #003366; color: white; padding: 5px; font-weight: bold;">Government Relationships – FCDO, NS</div> </div>

Date Updated	19 th May 2021		Updated By	PR	
Current / Applied Grade	B3	Job evaluation date	10/03/20	Confirmed grade	B3
JOB RESPONSIBILITIES					

Process Management:

- Ensure the Commercial, Business, Governance and Financial Processes are accurately managed and maintained.
- Utilise customer relationship management tools to reflect the current customer pipeline in terms of Opportunities, Subscriptions, Risks, Revenue and Costs
- Identify and suggest efficiencies and customer service improvements (CSIs) within the customer management process.

Financial Administration

- Creating and completing financial administration in line with compliance requirements throughout the lifetime of projects and subscriptions.
- Accountable for the accurate completion and maintenance of key financial management tools in line with published timelines.
- Act as a point of contact for any issues experienced by the Finance and/or Business Management teams with internal or external teams.
- Leading on remedial action when required, making recommendations or escalating as necessary to the Senior Business Relationship Manager.

Financial and MI Reporting:

- Conduct analysis and produce monthly ad hoc Financial and Management Information that supports the management of the customer account including reporting on budget spends (live service and projects).

Proposal Development:

- Assist in the gathering and understanding of customer requirements to a suitable level of detail to allow a formal proposal to be created.
- Provide assistance to the Senior Business Relationship Manager in progression of an opportunity through to projects and live service including development of fully costed proposals and admin support when requested.

Customer Management:

- Support the Senior Business Relationship Manager to manage and improve customer satisfaction by providing timely responses to ad hoc customer queries and requests for information.
- Understand their customer base and support the Senior Business Relationship Manager in continually developing the customer relationship.
- Keep abreast of changing technological capabilities and service offerings within GDT.

Project Management:

- Support the wider team with ownership of various internal projects.

KNOWLEDGE AND KEY SKILLS

Essential:

- Excellent verbal and written communication skills.
- Motivated, self-starter who can work independently; managing and prioritising their own workload and time effectively.
- Experience of the Microsoft Office Suite.
- Good knowledge of English, written and verbal, preferably in the context of report or technical writing.
- Good numerical and financial admin skills.
- Good organisational skills.
- Able to work effectively as part of a team

This role should demonstrate knowledge and skills at SFIA level 2.

- Sales Support

Essential (Professional Qualifications and Accreditation):

- A levels/ AS level/ NVQ Level 3 Access to Higher Education diploma/ Advanced Apprenticeships or relevant work experience.

Desirable:

- Experience of working with other government departments
- Experience of working in customer centric environments
- Experience working with Salesforce and/or ServiceNow, Oracle
- Project management experience
- Technical background

Desirable SFIA skills:

- Financial Management
- Relationship Management

Desirable (Professional Qualifications and Accreditation):

- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
- ITIL v4 Foundation.
- Marketing or Financial accreditations.

CORE BEHAVIOURS

Top three for job

- Delivering at Pace
- Working Together
- Commercial Awareness

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- Financial and MI are an accurate reflection of the Government Relationships Team.
- Business Process supporting tools are audit compliant.
- Positive customer experience feedback (specifically financial administration and customer support).

Budget Responsibility? Y/N	If YES, how much: £ per annum	If NO can they authorise payments? Y/N
Reports to: (Role Title and Grade)	Senior Business Relationship Manager (C5)	
Direct Reports: (Number and grades of staff)		