

Role Title	Senior Government Relationship Manager				
Job Family	Commercial and Procurement	Sub Category	Service Management	Grade	C5
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions Communicating and Influencing Commercial Awareness Leadership Charter 				
Purpose	Deliver commercial management of IT service business opportunities whilst delivering high customer satisfaction.				



FCDO Services

Key Accountabilities

- Ensure that the cost of each bid proposal is fully understood to enable all proposals to contribute positively to the underlying P&L and achieve an acceptable margin
- Understand the functional and non-functional requirements of the customer opportunity and ensure they are within the technical capability and capacity of FCDO Services products and services
- Deliver high quality proposals that meet customers' needs and expectations at an acceptable level of risk, ensuring that all solutions to the customer are timely, commercially viable, align with the strategic roadmap and carry an agreed and defined level of risk
- Ensure the accuracy of all contractual documentation and financial systems information provided to all stakeholders
- Ensure that the pipeline of future work is clearly defined and communicated
- Manage day to day relationships with key customer stakeholders and FCDO Services product and services teams to understand, prioritise and deliver all aspects of a customer's commercial requirements
- Maintain own professional development and expertise to support and grow the business. Uses expertise to provide strategic advice to customers and senior managers/stakeholders

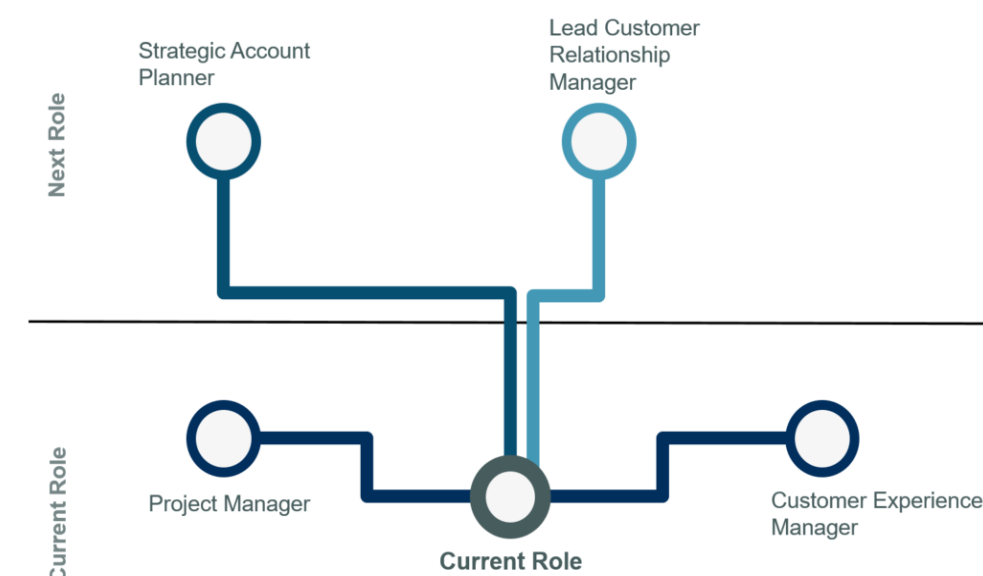
Authority and Scope

- Follow the governance throughout the lifecycle of the agreed business process and make or implement recommendations for continuous process improvement
- Manage risk and ensure the risk approach is suitable for the proposed solution
- Allocate and prioritise bid work where short turnaround times impact on the team's ability to manage all work to set timescales
- Responsible for performance of Business relationship support officers ensuring all policies and processes followed, and act as an escalation point on complex issues

Internal and External Communications

- Establish good relationships with customers through close interaction and understanding of requirements and future strategy.
- Develop and maintain excellent internal customer relationships - understand functions of other areas and the skills and expertise they can bring, working closely with Service Delivery Managers, Service Architects and Project Managers to ensure seamless transitions in to live service and keep up to date with progress, costs etc.
- Coordinate effective response from IT Services teams to issues and problems and facilitate engagement of appropriate specialist, e.g. technical architect

Potential Next Career Moves



Skills

- Customer/Supplier relationship management
- SLA/OLA management
- Bid management
- Bid development
- Account management
- Account planning
- Line management
- Business planning and forecasting
- Contract management
- Costing products/projects/services

Qualifications, Knowledge and Experience

Essential

- Experience of relationship management
- ITIL and Agile Foundation level
- Understanding of service delivery across the whole life of service delivery
- Must be able to articulate service management and support requirements
- Experience of financial analysis and costing
- Ability to work as part of team

Desirable

- Strong numerical and analytical skills