

SCOTLAND EXCEL PERSON SPECIFICATION

POST: Project & Account Manager
LOCATION: Renfrewshire House
POST ID:

FACTORS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
EDUCATION/ QUALIFICATION	Educated to degree level or equivalent qualification/experience.	Degree, preferably in a business related discipline Project and/or process management qualification Membership of a relevant professional body	CV / covering letter / Interview
RELEVANT EXPERIENCE	<p>Experience of supporting customers within a complex business environment with a high level of stakeholder management</p> <p>Significant experience in a complex business environment gathering business and functional requirements to plan and deliver change projects</p> <p>Experience of developing and presenting accurate and informative reports based on analysis of all relevant management information</p> <p>Experience of stakeholder engagement, including collating feedback to inform strategic actions</p>	<p>Experience of delivering account management services to public sector organisations</p> <p>Experience in the effective delivery of services to pre-agreed performance measures</p> <p>Experience of working in a procurement function</p>	CV / covering letter / Interview

SPECIAL KNOWLEDGE & SKILLS	<p>Effective influencing skills and the ability to initiate and maintain effective and productive working relationships with customers, colleagues and stakeholders</p> <p>Demonstrable commercial aptitude and ability to deliver results to agreed timescales in a demanding work environment</p> <p>Proven capability and effectiveness in planning and organising workload</p> <p>Experienced communicator with effective all-round presentation skills</p>	<p>Understanding of current issues, legislation and influencing factors within the procurement community.</p> <p>Knowledge of project and change management tools and techniques</p> <p>Process modelling experience</p> <p>Knowledge and understanding of the public sector landscape</p>	<p>CV / covering letter / Interview</p>
PERSONAL FEATURES/ QUALITIES	<p>Able to lead, plan, persuade, challenge, influence and communicate.</p> <p>Able to work effectively on own and also as part of a team</p> <p>Able to engage effectively and appropriately with customers, stakeholders and colleagues at all levels</p>		<p>CV / covering letter / Interview</p>
CUSTOMER SERVICE EXPERIENCE	<p>Experience of customer service delivery</p>	<p>Experience of customer service delivery in a local authority setting</p>	<p>CV / covering letter / Interview</p>