

## SCOTLAND EXCEL

### JOB OUTLINE

<b>FUNCTION:</b>	Customer & Business Services	<b>SECTION/TEAM:</b>	Customer Development
<b>POST TITLE:</b>	Senior Client Services Specialist	<b>POST ID:</b>	TBC
<b>GRADE:</b>	GRK	<b>LOCATION:</b>	Renfrewshire House
<b>REPORTING TO:</b>	Customer Development Manager		

#### ORGANISATION OVERVIEW:

Scotland Excel is the Centre of Procurement Expertise for local government in Scotland. Established in 2008, we are an award-winning non-profit shared service working in partnership with Scotland's 32 local authorities and other public sector stakeholders.

Our contract portfolio supports the delivery of a wide range of essential public services provided by councils, and includes contracts for social care, construction, roads, transport, environment, corporate, education and ICT. Designed to maximise the value of council spending through savings, efficiency and innovation, our contracts also facilitate national and local policy priorities, support the local economy, and generate additional social value for Scotland's communities.

Scotland Excel also provides assessment, change management and education services to help our stakeholders transform their procurement and commercial capability. We represent the sector at a national level on all matters relating to public procurement, and lead the development and dissemination of good procurement practice.

#### PRINCIPAL ROLE:

Scotland Excel has recently received funding to develop and implement a two year programme for housing associations. The programme will be delivered by a dedicated team of professionals within Scotland Excel and encompasses a range of services to help housing associations realise the benefits of collaborative procurement, respond to recent legislative changes, and improve their procurement performance.

The Senior Client Services Specialist forms part of this new team. S/he will be responsible for gathering and analysing a wide range of spend and other data to identify areas where housing associations could realise savings and benefits through the use of existing national collaborative contracts and/or through the development of new collaborative contracts with sector partners.

The postholder will also support the development and delivery of procurement capability assessments with housing associations to benchmark their procurement performance. S/he will be responsible for delivering a report and recommendations following each assessment and for supporting organisations to develop an improvement programme to respond to identified opportunities.

A key part of the role of the Senior Client Services Specialist will be building and managing positive relationships with stakeholders at all levels within housing associations. S/he will lay solid foundations for the delivery of Scotland Excel's services to this sector, and prepare the groundwork for ongoing business relationships beyond the initial two year programme.

**Key tasks for which the postholder will be responsible:**

- Establish and maintain positive relationships with stakeholders at all levels within housing associations, ensuring regular contact and communication which is tailored to the needs of each stakeholder group
- Gather and analyse data to identify opportunities for housing associations to achieve savings and/or sustainable procurement benefits through the use of national collaborative contracts operated by the Scottish Government, Scotland Excel and/or other procurement organisations or consortia
- Encourage and support any identified 'quick win' collaborative procurement exercises for housing associations where no existing collaborative frameworks are in place
- Plan, manage and undertake procurement capability assessments with housing associations across Scotland
- Analyse and report on the results of procurement capability assessments, making recommendations for development opportunities and improvements
- Support the development and implementation of improvement programmes established by housing associations in response to the findings of their procurement capability assessment
- Identify and communicate opportunities for housing association stakeholders to participate in Scotland Excel educational programmes in support of the procurement improvement plans
- Provide information and advice to housing associations on key public procurement areas including legislation, best practice and sustainable procurement
- Promote the benefits of associate membership to housing associations, where appropriate to their needs, and support their application process
- Work with team colleagues to develop plans which ensure the long term sustainability of Scotland Excel's services for housing associations
- Monitor developments in the affordable housing sector, providing reports to managers and colleagues on key issues and trends as appropriate
- Ensure that work activities comply with Scotland Excel's commitment to health and safety regulations
- Comply with Scotland Excel's HR policies, procedures and practices

This description is indicative of the nature and level of responsibilities associated with this job it is not exhaustive and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.

**Last updated February 2017**