

SCOTLAND EXCEL

JOB OUTLINE

FUNCTION:	Customer & Business Services	SECTION/TEAM:	Commercial Services
POST TITLE:	Principal Project & Account Manager	POST ID:	
GRADE:	GR12	LOCATION:	Renfrewshire House Paisley
DELEGATED AUTHORITY	Financial: - No Contractual: - No	RESPONSIBILITY FOR STAFF	Yes
REPORTING TO:	Commercial Manager		

ORGANISATION OVERVIEW:

Scotland Excel is the Centre of Procurement Expertise for local government in Scotland. Established in 2008, we are an award-winning public procurement organisation funded by Scotland's 32 local authorities.

Over the past ten years, Scotland Excel has helped to establish procurement as an effective mechanism for supporting local government financial challenges and policy priorities through the delivery of national collaborative contracts and initiatives which increase procurement capability across the public sector.

Our £2.0bn contract portfolio supports the delivery of a wide range of essential public services provided by councils including social care, construction, roads, transport, environment, corporate and education. We also work in partnership with other public sector organisations to deliver procurement support across a range of key national policy areas including Digital / ICT solutions.

The Scotland Excel Academy offers accredited learning opportunities in procurement, leadership and management, and project management, as well as a range of short courses and workshops in essential skills for procurement practitioners. We also deliver transformation programmes and change projects for councils at a national and local level.

In 2017, Scotland Excel launched a procurement programme for the affordable housing sector and is now working with a growing number of housing associations across Scotland.

PRINCIPAL ROLE:

The Principal Project & Account Manager will support the Commercial Manager in the delivery of a high quality, efficient and customer focused approach across all aspects of our services. They will provide direct line management and leadership for the team of Project & Account Managers. The post holder will provide leadership to and direct supervision of a number of projects, both internal and external.

- Provide line management and leadership to the Project and Account Manager team
- Lead the team on effective stakeholder management; build relationships at all levels across Councils and the wider community to support engagement in Procurement, Learning and Development and Change and Transformation projects
- Lead and deliver business change projects in line with sector needs and Scotland Excel strategic direction through the use of allocated resources including human, financial and other resources
- Support customers on an on-going basis in relation to key developments in the sector such as legislation, sustainable procurement and supporting local policy and economic objectives.
- Lead and co-ordinate the representation of Scotland Excel and the local government sector at key meetings, strategic forums, and events on a national basis in order to support our joint aims and national objectives.
- Customer Account Management – targeting customer and relationship building services to demonstrate the value of membership, promote satisfaction, and maximise the uptake of new and existing service offerings.

Key tasks for which the postholder will be responsible:

1. Lead, manage and direct the Project & Account Management team dealing with all staffing matters in accordance with the Scotland Excel's HR policies and procedures and managing and monitoring the implementation of personnel framework.
2. Establish and implement effective stakeholder management; build relationships at all levels across Councils and the wider community to support engagement in Procurement, Learning and Development and Change and Transformation projects
3. Lead and deliver business change projects, effectively managing project plans, budgets, risk, and governance
4. Identify and pursue business development opportunities with our local authority members and with other prospective customers across sectors.
5. Support the Commercial and Projects Manager in achieving, managing, and reporting on agreed financial income targets.
6. Management of human, financial and other resources to support project and outcome delivery

7. Lead the national procurement capability improvement programme (PCIP) to the local government sector to support Scottish Government aspirations for implementation of key government policies, legislation, and promotion of good practices across the sector. Allocate internal resources appropriately and manage performance.
8. Support the implementation of Business Intelligence initiatives across member councils including the rollout of data solutions and systems, including Power Bi views, that support the dissemination of key information derived from data collated by Scotland Excel.
9. ensuring appropriate support mechanisms are in place for members and appropriate resources allocated internally to sustain ongoing implementation.
10. Build positive relationships with internal and external customers at all levels to ensure projects are aligned with agreed business objectives and that customer confidence and satisfaction is maintained for both internal and external projects.
11. Lead and/or support a rolling programme of internal continuous improvement projects within processes, practices, and technology, which support the efficient and effective services to customers.
12. Lead the team on the development and implementation of a portfolio of account management services that meet the collective and individual needs of Local Authorities.
13. Develop and deliver key account management plans, supported by regular review meetings, effective communications, and detailed reporting
14. Support customers on an on-going basis in relation to key developments in the sector such as legislation, sustainable procurement and supporting local policy and economic objectives
15. Utilise business intelligence and management information to provide an evidence base to demonstrate benefits and opportunities associated with Scotland Excel membership
16. Lead and co-ordinate the representation of Scotland Excel at key meetings, strategic forums, and events across the regional and national sector
17. Utilise business analysis techniques to identify and develop business cases for change and transformation projects
18. Contribute to the development and review of project standards and the overall approach of Scotland Excel to Transformation Programme planning and delivery
19. Develop appropriate tools and methods to ensure that project outputs, lessons and knowledge are captured and shared across the relevant communities.

20. Work with key stakeholders including the Scottish Government and other centres of expertise to develop innovations in practice across the public sector.
21. Manage internal relationships with colleagues, Senior Managers, and the Scotland Excel Executive team to support effective account management and delivery of projects and outcomes.
22. Ensure that own work activities comply with Scotland Excel's commitment to health and safety regulations

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.