

## SCOTLAND EXCEL

### JOB OUTLINE

|                    |                                |                      |                             |
|--------------------|--------------------------------|----------------------|-----------------------------|
| <b>FUNCTION:</b>   | Customer and Business Services | <b>SECTION/TEAM:</b> | N/A - Rotation              |
| <b>POST TITLE:</b> | Graduate Trainee - CABS        | <b>POST ID:</b>      | GRAD2026                    |
| <b>GRADE:</b>      | Grade 6                        | <b>LOCATION:</b>     | Renfrewshire House / Hybrid |

#### ORGANISATIONAL OVERVIEW:

Scotland Excel is an award-winning Centre of Procurement Expertise providing a wide range of procurement, commissioning, consultancy, and learning and development services for our members.

Since 2008, we have helped to establish procurement as an effective driver for local and national economic growth and wellbeing. Our £2bn portfolio of collaborative contracts supports the delivery of savings, social value, community benefits, fair work practices and environmental policy, and covers a wide range of public services including construction, roads, transport, environment, corporate and education.

Scotland Excel also develops and manages arrangements which support the commissioning of care services for children and adults. Our national care contracts are developed in partnership with care professionals, including care providers, to support person-centred outcomes embedded within national policy.

We also provide procurement and consultancy services to help our members get the most from their procurement resources, ranging from ad-hoc tendering support through to transformation programmes and strategic procurement partnerships.

The Scotland Excel Academy offers applied learning programmes leading to accredited qualifications in procurement, leadership and management, coaching and mentoring, project management and business analysis, as well as short courses and workshops.

Scotland Excel is a non-profit organisation working with members from across the public sector including local authorities, health and social care partnerships, housing associations, and other public and third sector organisations.

#### PRINCIPAL ROLE:

The Principal Role for a Graduate Trainee within the Customer and Business Services (CABS) directorate will depend on which area of the Team you are based but will include some or all of the following responsibilities.

- Work as a member of the Customer and Business Services Team, Leading, Supporting and providing a range of project management, procurement, research and analysis, administrative and support activities under the guidance of the team manager
- Maintain effective relationships with colleagues across Scotland Excel to ensure services are delivered to a high standard and on time.
- Assist in the delivery of contracts and frameworks to ensure that they deliver benefits for customers.
- Responsible for maintenance of a range of internal and external business and customer support

services and systems

- Support the delivery, planning and monitoring of Customer and Business Services projects liaising with colleagues on delivery and performance.
- Maintain policies, procedures and processes which underpin the efficient delivery of finance, HR and Learning and Development services on behalf of the organisation.
- Support the delivery of Confidential Administrative Services and Support as required to Scotland Excel's Executive Management Team
- Act as a first point of contact for general customer and elected member enquiries, ensuring that these are handled swiftly and effectively in line with Scotland Excel's customer care focus.

## **KEY TASKS FOR WHICH THE POST HOLDER WILL BE RESPONSIBLE:**

During the first year of the placement, a Graduate Trainee within Customer and Business Services (CABS) will rotate between the service areas of CABS, carrying out specified duties and delivering projects within each area. The second year of the Graduate Trainee placement will take place within one of the service areas in line with business needs and graduate and management discussion.

Key tasks for a Graduate Trainee within Customer and Business Services will depend on which area of the Directorate you are based in during your year 1 rotation and will include some or all of the following.

### General

- Lead and support a range of business, support and administration projects to internal and external stakeholders across the disciplines within the Customer and Business Services (CABS) Team
- Extract, manipulate and analyse required information sets, maintaining records, data processing files, compiling management information reports as required.
- Responsible for the delivery of assigned support and administrative tasks in accordance with agreed deadlines and targets and in line with quality requirements.
- Maintaining a close working relationship with all Managers and wider Scotland Excel colleagues, developing effective working relationships with customers and partners and ensure that support services delivered are aligned with Scotland Excel's strategic objectives and values.
- Uphold Scotland Excel's commitment to delivering excellent customer service and ensure that all Customer and Business Services functions and services maintain the organisation's reputation.
- Supporting the delivery of Scotland Excel events which enhance the organisation' reputation and/or promote its products and services.
- Supporting Scotland Excel's commitment to and compliance with Health and Safety policies and procedures
- Prepare management information reports to the Executive Team, Senior Management Team and other Scotland Excel managers and committees to support effective management of resources and delivery of organisational projects and objectives.

In addition to the above tasks, there may be additional projects and tasks relating specifically to each team within CABS. These may include,

### Customer Services

- Developing and delivering digital content to support the organisation's marketing and communications goals.
- Follow confidential corporate administration practices (Finance/HR/Exec Team Reports) at all times and in all aspects of the role.
- Support the effective use of the organisation corporate IT systems and support systems development as required.
- Responsible for the co-ordination and planning of business meetings and events for Scotland Excel

### Commercial Services & Projects Team

- Support 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 support business change projects, effectively managing project plans, budgets, risk and governance.
- Utilise business intelligence and management information to provide an evidence base to demonstrate benefits and opportunities associated with Scotland Excel membership
- Assist in co-ordination of representation of Scotland Excel at key meetings, strategic forums and events across the regional and national sector.
- Support the Commercial and Project Managers in achieving, managing, and reporting on agreed financial income targets.
- Participate and support delivery of the Scottish Public Sector's national Procurement and Commercial Improvement Programme (PCIP) and Continuous Improvement Programme for Procurement (CIPP) for housing associations.

### Skills and Resources

- Lead and support individual savings projects within the National Savings Programme team and assist in maintaining source data sets and provide updates to the Savings Board as required.
- Support the preparation and issue of tender documentation for contracts and evaluate tenders as directed within the Flexible Procurement service function.
- Lead and support the delivery of training packages, courses and events within the Scotland Excel Academy.
- Analysis of spend data to develop a clear understanding of the spend across the sector within certain categories of spend to enhance opportunity analysis.
- Monitor developments in new procurement practices and techniques, including e-technologies
- Work across a variety of internal and external projects aligned to the objectives of Scotland Excel's education programmes, and wider strategy.
- Support the successful development and delivery of Procurement and other training projects within the Scotland Excel Academy.

***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.***

## Scotland Excel – Graduate Trainee Programme

Scotland Excel will provide each Graduate Trainee with a training programme specific to their subject area working towards a recognised professional accreditation.

Each Graduate Trainee will undertake a two-year training programme learning about the operation of Scotland Excel's Customer and Business Services directorate. Line management will be carried out by the appropriate Scotland Excel manager dependent on which area of the organisation the graduate trainee is placed and a mentor will be allocated for the duration of the placement.

The training programme aims to develop highly trained professionals who will be flexible and able to operate proactively within a challenging and changing public sector environment.