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| **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 disciplineProject and/or process management qualificationMembership of a relevant professional body | CV / covering letter / Interview  |
| **RELEVANT EXPERIENCE** | Experience of supporting customers within a complex business environment with a high level of stakeholder managementSignificant experience in a complex business environment gathering business and functional requirements to plan and deliver change projectsExperience of developing and presenting accurate and informative reports based on analysis of all relevant management informationExperience of stakeholder engagement, including collating feedback to inform strategic actions | Experience of delivering account management services to public sector organisationsExperience in the effective delivery of services to pre-agreed performance measures Experience of working in a procurement function | CV / covering letter / Interview  |
| **SPECIAL KNOWLEDGE & SKILLS** | Effective influencing skills and the ability to initiate and maintain effective and productive working relationships with customers, colleagues and stakeholdersDemonstrable commercial aptitude and ability to deliver results to agreed timescales in a demanding work environmentProven capability and effectiveness in planning and organising workloadExperienced communicator with effective all-round presentation skills  | Understanding of current issues, legislation and influencing factors within the procurement community. Knowledge of project and change management tools and techniquesProcess modelling experienceKnowledge and understanding of the public sector landscape | CV / covering letter / Interview  |
| **PERSONAL FEATURES/****QUALITIES** | Able to lead, plan, persuade, challenge, influence and communicate. Able to work effectively on own and also as part of a teamAble to engage effectively and appropriately with customers, stakeholders and colleagues at all levels |  | CV / covering letter / Interview |
| **CUSTOMER** **SERVICE EXPERIENCE** | Experience of customer service delivery | Experience of customer service delivery in a local authority setting | CV / covering letter / Interview |