

Career Family: Customer, Stakeholder and Service Delivery



Grade: 5

Role summary

You'll manage a small team of professionals in your area of expertise. You will have responsibility for delivering part of an operating division remit by managing projects and people. Some roles within this grade may be technical or subject matter experts.

You'll require strong technical skills or proven project management experience, alongside a good understanding of business and economic development issues. Management roles at this level require significant experience in managing people and resources to deliver services, while coordinating with peers on delivery of wider priorities.

Your key responsibilities can be divided into three categories: Innovation and Problem Solving, Communications and Engagement, and Responsibilities and Deliverables.

Innovation and Problem Solving

For a Customer, Stakeholder and Service Delivery role at Grade 5, you'll:

- Interpret and tactically apply policy to support specific customer, account, and stakeholder needs within a budget period of 12-18 months.
- Use your judgement to take decisions beyond our policy and operations framework.
- Contribute to wider policy formulation across SE or beyond by providing feedback on the impact of options for the customer or stakeholder portfolio.
- Use initiative, creativity, and judgement – drawing on professional expertise to resolve issues. This requires weighing up various approaches to address complex project deliverables, identifying where changes are needed, and making appropriate recommendations.
- Use deep stakeholder understanding to provide significant input to account and relationship management planning, or coordinate the involvement of other SE resources to provide value added services and support the customer.
- Identify trends, strengths, weaknesses, opportunities, and threats that may affect your portfolio of customers and stakeholders.
- Help shape strategy and policy processes, and take responsibility for implementation.
- Balance multiple project work streams with financial and stakeholder complexity.

Communications and Engagement

For a Customer, Stakeholder and Service Delivery role at Grade 5, you'll:

- Interact with SE colleagues, partners, industry groups and stakeholders using highly developed skills to motivate, inspire, influence and persuade.
- Participate with other account, stakeholder or service managers to develop strategies for high impact accounts, including identifying new target accounts and opportunities.

- Supervise, develop and mentor your team to help every team member perform as effectively as possible.
- Establish and maintain strong relations with customers, stakeholders, and partners across a diverse community covering a range of potential opportunities.
- Proactively and reactively liaise with customers and stakeholders to build relationships, share information, and co-ordinate activities in a timely and effective manner.

Responsibilities and Deliverables

For a Customer, Stakeholder and Service Delivery role at Grade 5, you'll:

- Manage high-impact accounts in Growth, Development, Global and Scaling portfolios – focusing on larger-scale projects with bigger economic impact, and more complex relationships.
- Provide guidance, direction and support across SE to develop and implement a portfolio of customer service delivery objectives and activities.
- Define and monitor KPIs and targets relating to your portfolio, anticipating and reacting to trends and changes in performance.
- Deliver measurable engagement across SE products and services by establishing and maintaining relationships with major customers and partners.
- Resolve conflicting demands from project teams, while offering support and coaching to others.
- Define and design client and stakeholder engagement and delivery activities which are consistent with SE frameworks.
- Review project and delivery proposals to make sure they fit with the SE account management approach for specific clients, considering factors such as timeframe, resourcing implications, impact on relationships, and growth impacts.
- Co-ordinate and prioritise resources to make sure they meet the agreed strategies and policies, and are within appropriate management controls and operating procedures. You may not have direct line management of these resources, but will co-ordinate a small SE team involved in account support and client delivery.