

Career Family: Customer, Stakeholder and Service Delivery

Grade: 4

Role summary

At this level, you will be a professional or technical specialist with highly developed expertise, and will exercise considerable managerial and professional autonomy. This grade also includes technical and subject matter experts who manage the interests of SE and industry partners to deliver positive outcomes on projects and programmes.

Roles at this grade typically require broad or deep knowledge in your field of expertise, acquired through significant experience, usually combined with an academic or professional qualification.

Jobs at this level will require appropriate qualifications and/or skills and experience at SCQF Level 10 (e.g. Honours degree, graduate diploma, professional or graduate apprenticeship at SCQF Level 10).

You will require a command of diverse business practices and project management precedents, using sophisticated concepts and principles to provide others with technical expertise and leadership.

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 4, you'll:

- Translate operating plans into clear policy and procedures for your team, accounts, and stakeholders.
- Develop procedures, policy and standards for your area as well as contributing to SE policy development based on your understanding of specific applications to your customers, accounts, or stakeholders.
- Plan for the upcoming 1-2 year period, while considering likely longer-term risks, impacts, and developments.
- Work within SE objectives and frameworks to deliver clear improvements on current practice.
- Identify trends, opportunities or threats across your engagement area – including stakeholders and partnership relationships – that may impact delivery of our objectives and take steps to identify solutions.
- Provide advice, guidance and challenge to a broader range of projects, policy and operational activities.
- Exercise professional autonomy within existing policies. Apply your in-depth knowledge and use your judgement to resolve non-standard problems within your area of responsibility.
- Apply expertise to resolve longer-term, complex problems and generate original, innovative ideas. This might include investigating and managing an area of ineffective working, developing approaches to improve operational effectiveness, implementing policy, or developing key operating systems.

- Assess project needs and identify trends to help you generate original ideas and innovative solutions, which may have a broad impact.
- Resolve conflicting demands from several clients, stakeholders, and customer delivery teams.

Communications and Engagement

For a Customer, Stakeholder and Service Delivery role at Grade 4, you'll:

- Interact with others using highly developed skills to motivate, inspire, influence, and persuade.
- Create an effective working climate through influencing, developing and motivating people. You'll do this not only with your direct reports, but also with senior experts and supervisors.
- Act as our senior point of communication for complex groups of sponsors, customers, partners, and stakeholders.
- Shape and lead communication of complex plans and projects to gain buy-in from peers and senior colleagues within SE, and external stakeholders where appropriate.
- Establish and maintain strong relations with customers, stakeholders, and partners across a diverse community covering a range of potential opportunities.
- Advise and influence at senior levels, for both internal and external customers.

Responsibilities and Deliverables

For a Customer, Stakeholder and Service Delivery role at Grade 4, you'll:

- Take the role of Senior Responsible Officer for high impact projects with customers, stakeholders and communities – delivering positive impact on economic growth and SE objectives.
- Manage the interests of SE, company, political, and industry partners to deliver positive outcomes.
- Optimise outputs from a portfolio of complex customer, stakeholder and community engagements. This includes building internal and external relationships with the purpose of leveraging SE and partner input to offer the best approach for each client.
- Lead planning and budgetary statements in your area to make sure effective reporting and management information is available to inform organisational decisions on business-critical activities.
- Manage delivery of activities which represent a major part of a large diverse operating remit, while meeting critical customer service delivery targets.
- Manage a team which may include peer level technical expert or advisory roles and other managerial levels.
- Co-ordinate and prioritise resources to make sure they meet the agreed strategies and operational delivery targets for that year and for the longer term.