

<b>Post Title:</b>	<b>Head of Client Management</b>	<b>Grade:</b>	Grade F
<b>Responsible to:</b>	Director, Scape Procure	<b>Date:</b>	November 2020

### Job Purpose

The main purpose of the Head of Client Management is to lead the client facing function of Scape Procure and Scape Procure Scotland. The role will deliver excellence in terms of customer service, driving improvements to ensure that all client facing individuals offer added value which will differentiate the Scape offer and experience. The role will drive consistency and promote a 'one team' ethic across the whole function, whilst driving through new methods of digital data capture. Ultimately, the role will play a pivotal role in the future growth and development of Scape, maintaining and developing existing and new clients.

### Strategic and Management Responsibilities

- Participate in the successful operation of the Scape Procure Senior Leadership Team (SLT) working collaboratively to provide strategic and operational input to drive and improve Scape Procure.
- Work collaboratively with the wider group Heads of Service and Senior Managers contributing to Group wide activities and priorities as required
- Create and direct a high performing, client focussed team who will add value to clients, ensuring that projects are delivered successfully and that clients receive value from the fee they pay Scape
- Manage key national and Scape Subsidiary/Shareholder client relationships
- Act as a Scape representative at national and regional forums, events & any senior client engagements.

### Job Outline

1. Lead the Client Facing team within Procure, devising and setting minimum standards of customer engagement based on a philosophy of regular engagement, visibility, added value and business development.
2. Develop and instil a consistent, high quality customer experience, focussing on a tiered approach with minimum high standards, based on a customer charter.
3. Drive strategies and achieve regional collaboration and innovation to ensure the best local positioning and performance for Scape Procure across the nations of the UK.
4. Integrate and achieve high level engagement with client organisations or networks, seeking out potential pipeline and strategic opportunities where Scape could serve the client needs.
5. Develop targeted strategies and plans that respond to and address regional political and social agendas.
6. Develop and retain strong working partnerships with all framework delivery partners and delivery teams at all levels.
7. Manage local partner engagement, driving high standards of performance.
8. Analyse performance data and lead the client team ensuring local compliance with framework obligations and minimum standards applying local leverage and intervention to drive

operational improvement, contributing to national level intervention as required by the Head of Category Management and Head of Commercial Compliance.

9. To work with the Director on resourcing and developments to keep the team fit for purpose as the business grows and changes.
10. Work in partnership with the Head of Category Management to oversee the successful mobilisation of new frameworks, ensuring whole team briefings during mobilisation, operation, management and performance.
11. Work closely with the Business Development team to formalise and enact plans for pipeline generation
12. Manage and keep under constant review the resources, structure, and activities, ensuring efficient and effective business processes, high standards of performance and quality outputs.
13. Provide regular reports and updates for the Director and to the Scape Procure Board on operational progress and development with analytical, forward planning improvement initiatives.
14. Proactively engage with Scape communications and marketing activities to provide information and opportunities for profiling the business, the achievements for clients and industry contributions.
15. Drive continuous improvement and innovation, embracing new digital techniques and ensuring consistent usage
16. Carry out market research, data analysis and competitor comparisons to develop strategies for improved positioning.
17. Monitor regional income/opportunity levels and allocate resources accordingly to ensure clients are managed sufficiently.
18. Seek out and establish new strategic alliances with industry bodies and regional networks maintaining close links that positively profile Scape as a market and industry leader or that secure business development opportunities.
19. Maintain and promote a strong level of knowledge in public sector services, policies, procurement and funding regimes, including the challenges and opportunities where Scape can develop its offer, value, and benefits for the clients it serves.
20. Provide support and cover for the Director of Scape Procure.
21. Carry out any other duties as required by the Director commensurate with the grade of the post.

## General Responsibilities

**i) Training:**

You will keep under review your own development needs and keep yourself informed of current issues within the context of the staff appraisal system.

Where appropriate, you will contribute towards Scape's corporate objectives.

**ii) Health & Safety:**

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health & Safety legislation, and Scape's Codes of Practice and Procedures.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Scape or provided or issued by a third party for individual or collective use in the performance of your duties.

**iii) Equal Opportunities:**

You have a duty to ensure equality at work and will treat all colleagues, customers and members of the public with dignity and respect. You will ensure that you promote and deliver fair, sensitive and quality services to ALL employees and existing and potential clients of Scape Group to comply with the Equal Opportunities Policy.

**iv) Customer Care:**

You will promote and deliver services in a way which is sensitive and responsive to those receiving such services, and be aware of and implement Scape's customer care policies.

**v) Environmental:**

You will work in accordance with Scape's Sustainability Policy and established office and work practices.

**Other Duties:**

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general area of responsibility and grade of post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

**Hours:** 37 hours (Monday to Friday) but evening and weekend working may be required on and occasional basis.

**Car User Allowance:** The post carries an Essential Car User Allowance which is subject to an annual review.