

Person Specification

Job title:	Commercial and Finance Support Officer
Job Family/ Grade/Level:	Business Support BS3B - Grade 6
Summary of role:	<p><<To be read in conjunction with the relevant role profile>></p> <p>Based in Digital Services within the Chief Executive’s Department, you will work as part of a team supporting all aspects of commercial planning and financial management of the Council’s contracts with multiple managed service providers and contracts.</p> <p>This is a key role in the Council’s new multi-source operating model that will involve a number of Managed Service Providers and a new in-house Service and Integration Management (SIAM) function.</p> <p>Key responsibilities will include:</p> <ul style="list-style-type: none"> • Contributing to the management of complex commercial and financial models. • Supporting the development and management of budgets, forecasts, and financial plans. • Working as part of a team on contract negotiations, execution, and management. • Supporting a wider team in negotiating commercial aspects of contracts. • Providing management information to support decision-making. • Ensuring support to stakeholders on the commercial and financial aspects of contracts with managed service providers. • Working with stakeholders and supporting existing corporate processes for budget preparation and monitoring; financial performance reporting; final accounts, and audit. • Supporting audits and compliance reviews.

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Criteria	Essential	Desirable	Evidence
Education, Qualifications and training	Educated to SCQF Level 9 in an appropriate discipline (e.g. accountancy, business / commercial management) or and/or equivalent industry experience.	Membership of a relevant professional institute.	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Certificate
Skills, Knowledge and Competencies	<p>Ability to work collaboratively in a complex environment .</p> <p>Ability to analyse trends and undertake problem solving analysis to drive improvements.</p> <p>Excellent attention to detail.</p> <p>Excellent communication skills, both verbal and written.</p>	<p>Experience in a commercial environment.</p> <p>Knowledge of financial modelling.</p> <p>Experience working with Local Government.</p> <p>Experience of financial and commercial management specifically in an IT environment.</p> <p>Understanding and knowledge of the Council's political and decision making structures and within the wider Council Family.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

Competencies	Essential	Desirable	Evidence
Personal effectiveness – influencing (Level 2)	<ul style="list-style-type: none"> • You use good arguments and reason to negotiate successfully with other people. You involve people in the things that you know they’ll agree on. • You think about the impact of actions on other people. • You anticipate problems and plan, in advance, how to deal with them. • You get other people to make decisions with you, and gain their agreement. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Personal effectiveness – communication (Level 2)	<ul style="list-style-type: none"> • You speak confidently, and hold people’s attention. • You share relevant and important information on time, with your team. • You’re happy to say what needs to be said, and you’re tactful when you need to be. • You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation. • You ask people questions to check their understanding. • You produce clear, concise and easily understood written communications. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Personal effectiveness – self-development (Level 2)	<ul style="list-style-type: none"> • You ask people for feedback; and develop where you need to, based on what they say. • If you make a mistake, you learn from it, and put things right. • You keep up-to-date with the latest issues, trends and advances. • You use what you’ve learned, to help the Council meet its aims. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

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Competencies	Essential	Desirable	Evidence
	<ul style="list-style-type: none"> You give other people advice, based on what you know. 		
<p>Providing excellent customer service – collaboration (Level 2)</p>	<ul style="list-style-type: none"> You're open about your own needs, and listen sensitively to other people's. You work with other people to find ways of solving problems. You work flexibly and you're happy to help other employees. You back-up team decisions and support the aims of the team. You understand that your own job, and how you do it, helps to meet the team's goals. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
<p>Providing excellent customer service – forward thinking (Level 1)</p>	<ul style="list-style-type: none"> You find out what other people need by asking questions that can't be answered with just a 'yes' or a 'no'. You act on your own initiative and sort out difficult situations or problems, without having to be asked. You look at a number of different options when trying to sort out a problem. You like to hear about different ideas; you're keen to do well; and you 'go the extra mile' for people. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
<p>Managing change – attitude (Level 2)</p>	<ul style="list-style-type: none"> You understand the process of change – why it happens, how it works, and what the impacts can be. You proactively explain to people what change means, and support them through the full change process. You actively involve other people in change initiatives. You ask people to suggest ways to improve or move 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

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	<p>forward, and then build on their suggestions.</p> <ul style="list-style-type: none"> You try to get others to see the good things that change can bring. 		
<p>Managing change – planning and delivering change (Level 1)</p>	<ul style="list-style-type: none"> You suggest ways to improve service in the work that you do. You try to improve the way people do things, so that the quality of work is higher. You question why people do things in a certain way, because you want to improve the way they're done. You point out where a system or process could work better. You use what you've learned from your own, and other people's experiences. You look for ways to work more efficiently, rather than having to work harder. You tell your manager about problems that keep happening, as well as any waste or inefficiency that you see. 		<ul style="list-style-type: none"> <input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
<p>Leadership – Taking initiative (Level 2)</p>	<ul style="list-style-type: none"> You use your initiative to solve problems. You get other people to share their ideas and get them to take personal responsibility for their results. You proactively try to make a difference and make things happen. You encourage everyone in the team to join in fully, improving teamwork as a result. 		<ul style="list-style-type: none"> <input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
<p>Leadership – Providing support (Level 2)</p>	<ul style="list-style-type: none"> You recognise when other people need support, and you offer to help them. You advise and direct other people, so that they clearly understand what you 		<ul style="list-style-type: none"> <input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

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	<p>expect from their performance.</p> <ul style="list-style-type: none"> You recognise and congratulate people when their performance improves. You deal with poor performance or unsuitable behaviour, in the most effective and appropriate way. You check, and actively manage, how your people are performing against performance indicators. 		
<p>Delivering results – Planning (Level 1)</p>	<ul style="list-style-type: none"> You organise your work by thinking about deadlines, promises, and how important the different tasks are. You prepare in good time, for any future work you need to do. You're realistic about the time you need to do a job, and will tell other people immediately if you can't do something. You ask for help when you need to. You only miss deadlines because of circumstances beyond your own control. 		<ul style="list-style-type: none"> <input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview