

## Person Specification

<b>Job title:</b>	Commercial and Finance Manager
<b>Job Family/ Grade/Level:</b>	Business Support BS5 - Grade 8
<b>Summary of role:</b>	<p style="text-align: center;"><b>&lt;&lt;To be read in conjunction with the relevant role profile&gt;&gt;</b></p> <p>Based in Digital Services within the Chief Executive's Department, you will be responsible for the management of the commercial and financial aspects of the Council's contracts with multiple managed service providers and associated financial planning, modelling monitoring and analysis.</p> <p>This is a key role in the Council's multi-source operating model that will involve a number of Managed Service Providers and an in-house Service and Integration Management (SIAM) function.</p> <p>Key responsibilities will include:</p> <ul style="list-style-type: none"> <li>• Providing commercial and financial management advice for Digital Services.</li> <li>• Developing and managing budgets, forecasts, and financial plans.</li> <li>• Creating and managing complex financial models.</li> <li>• Leading the review of third-party contracts and working with colleagues to drive efficiencies.</li> <li>• Leading and advising on the negotiation, execution, and management of contracts with managed service providers and other contractors.</li> <li>• Managing relationships and contractual commercial negotiations with existing managed service providers and other contractors, related to digital services, to ensure best value for the Council.</li> <li>• Managing commercial negotiations related to the re-procurement of managed service providers to ensure best value for the Council.</li> <li>• Resolving commercial escalations from across the Digital Services team.</li> <li>• Conducting commercial and financial analysis to support strategic decision-making.</li> <li>• Monitoring revenue budgets and providing insight and reports to stakeholders.</li> <li>• Monitoring capital budgets to support the delivery of digital transformation programmes.</li> <li>• Collaborating with stakeholders and participating in existing corporate processes for budget preparation and monitoring; financial performance reporting; final accounts, and audit.</li> <li>• Participating in audits and compliance reviews.</li> <li>• Advising and providing support to stakeholders on the commercial and financial aspects of contracts with managed service providers.</li> <li>• Identifying, recording and managing commercial and financial risks to ensure robust controls and mitigations are in place.</li> </ul>

EMPLOYMENT ZONE

R&S 2

	<ul style="list-style-type: none"> <li>• Driving efficiencies and opportunities for improvement in commercial and financial management processes.</li> <li>• Managing a team of professionals and driving continuous improvement.</li> </ul>
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Criteria	Essential	Desirable	Evidence
<b>Education, Qualifications and training</b>	Educated to SCQF Level 9 in an appropriate discipline (e.g. accountancy, business / commercial management) and/or equivalent industry experience.	Membership of a relevant professional institute.	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Certificate
<b>Skills, Knowledge and Competencies</b>	<p>Highly skilled in financial modelling.</p> <p>Significant experience in a commercial environment.</p> <p>Skilled at working collaboratively in a complex environment and driving performance achievement and improvements.</p> <p>Ability to analyse trends to drive improvements.</p> <p>Data-driven mindset of service excellence and customer satisfaction.</p> <p>Ability to work creatively and analytically in a problem-solving environment.</p> <p>A confident communicator that can demonstrate close attention to detail and can interpret and present complex information to non-technical audiences.</p> <p>Skilled in managing complex relationships at a senior level.</p> <p>Ability to take a proactive and collaborative approach to working within a complex and</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 Glasgow Family.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

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Criteria	Essential	Desirable	Evidence
	changing environment, influencing and working alongside a range of diverse stakeholders and external service providers.		

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Competencies	Essential	Desirable	Evidence
Personal effectiveness – Influencing (Level 2)	<ul style="list-style-type: none"> <li>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.</li> <li>You think about the impact of actions on other people.</li> <li>You anticipate problems and plan, in advance, how to deal with them.</li> <li>You get other people to make decisions with you, and gain their agreement.</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Personal effectiveness – Communication (Level 2)	<ul style="list-style-type: none"> <li>You speak confidently, and hold people's attention.</li> <li>You share relevant and important information on time, with your team.</li> <li>You're happy to say what needs to be said, and you're tactful when you need to be.</li> <li>You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation.</li> <li>You ask people questions to check their understanding.</li> <li>You produce clear, concise and easily understood written communications.</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Providing excellent customer service – Forward thinking (Level 3)	<ul style="list-style-type: none"> <li>You spot when a policy needs to be changed or developed, and make sure it happens.</li> <li>You look for ways to improve customer service, and change processes where appropriate.</li> <li>You identify future customer needs, and take the right actions to meet them.</li> <li>You learn how to improve service in the Council, by</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

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Competencies	Essential	Desirable	Evidence
Leadership Providing support (Level 3)	keeping up-to-date with other approaches in the public and private sector. <ul style="list-style-type: none"> <li>• You develop ways to measure other people's achievements fairly and objectively.</li> <li>• You actively give people the opportunity to gain experience for their own development.</li> <li>• You act as a coach and mentor to other people.</li> <li>• You create a 'climate' of support and accountability, rather than blame.</li> <li>• You're good at using management information, to find out how your team is performing, and to take the right actions to improve performance further.</li> <li>• You hold regular, structured meetings with your employees, to help them with their personal development.</li> <li>• You can spot potential in other people, and you support their development in other Services across the Council.</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Delivering results – Planning (Level 3)	<ul style="list-style-type: none"> <li>• You use the right skills to manage projects successfully and get the right results.</li> <li>• You identify and prioritise important activities and milestones in a project, and know how urgently they need to be done.</li> <li>• You check and review your plans to make sure they're still effective and progressing well against agreed timescales.</li> <li>• You think in advance about future and longer-</li> </ul>		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

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Competencies	Essential	Desirable	Evidence
	<p>term demands, and put effective plans in place to meet these. You work with other people to create, review, and change plans where necessary.</p>		
<p>Providing excellent customer service – Customer orientation (level 2)</p>	<ul style="list-style-type: none"> <li>• You follow-up customer requests, to make sure actions are taken and issues resolved.</li> <li>• You measure customer satisfaction to find out what needs to be improved.</li> <li>• You explain to customers, how and why we can't meet their needs, and offer alternatives.</li> <li>• You change the way you do things, to meet the needs of each customer.</li> <li>• You spot problems and take action, as soon as possible, to stop them getting worse.</li> <li>• You deliver more than you promised, and try to exceed expectations.</li> <li>• You make sure that there is continuity of service, as far as possible.</li> </ul>		<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> App. Form</li> <li><input checked="" type="checkbox"/> Interview</li> </ul>
<p>Personal Effectiveness – Decision Making (level 2)</p>	<ul style="list-style-type: none"> <li>• You make sensible decisions after getting all the information you need, and thinking about alternative options.</li> <li>• You use your own knowledge and experience, and assess any risks.</li> <li>• You involve your team in helping to make decisions or plans, and value people's contributions.</li> <li>• You're sensitive to other people's concerns, and talk to them when decisions affect them.</li> </ul>		<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> App. Form</li> <li><input checked="" type="checkbox"/> Interview</li> </ul>

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Competencies	Essential	Desirable	Evidence
	<ul style="list-style-type: none"><li>• You know when to ask your manager for help, but you also suggest the action(s) you could take.</li><li>• You're focused on what you need to achieve, and not distracted by less important things.</li><li>• You're responsible for your own decisions.</li></ul>		