

Person Specification

Job title:	Commercial and Finance Officer
Job Family/ Grade/Level:	Business Support BS4 - Grade 7
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 be part of a team 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"> • Working as part of a team on contract negotiations, execution, and management. • Contributing to the creation and management of complex financial models. • Participating in commercial negotiations related to the re-procurement of managed service providers to ensure best value for the Council. • Working with colleagues on the review of third-party contracts and working with colleagues to drive efficiencies. • Facilitating the resolution of commercial escalations from across the Digital Services team. • Advising and providing support to stakeholders on the commercial and financial aspects of contracts with managed service providers. • Supporting audits and compliance reviews. • Supporting the risk identification and management of commercial and financial risks. • Conducting analysis to support strategic decision-making. • Supporting the development and management of budgets, forecasts, and financial plans. • Regular revenue and capital budget monitoring to provide insight and reports to stakeholders. • Collaborating with stakeholders and supporting existing corporate processes for budget preparation and monitoring; financial performance reporting; final accounts, and audit.

EMPLOYMENT ZONE

R&S 2

Criteria	Essential	Desirable	Evidence
Education, Qualifications and training	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
Skills, Knowledge and Competencies	<p>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>Proven ability to work creatively and analytically in a problem-solving environment.</p> <p>A confident communicator that can demonstrate close attention to detail.</p> <p>Ability to take a proactive and collaborative approach to working within a complex and changing environment, influencing and working alongside a range of diverse stakeholders and external service providers.</p>	<p>Experienced in 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 Glasgow Family.</p> <p>Skilled in managing complex relationships at a senior level.</p>	<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

EMPLOYMENT ZONE

R&S 2

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
Providing excellent customer service – forward thinking (Level 2)	<ul style="list-style-type: none"> You look for ways to help other people solve problems and get results. You're happy to look into a problem, when other people don't know the answer to it. You spot the problems that other people may miss, and take action to stop a situation or crisis from happening. You think ahead to find new ways of giving customers excellent service. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

EMPLOYMENT ZONE

R&S 2

Competencies	Essential	Desirable	Evidence
	<ul style="list-style-type: none"> You form contingency plans, so that people can cope if things go wrong. 		
Delivering results – Planning (Level 1)	<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. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview
Personal Effectiveness – Decision Making (Level 2)	<ul style="list-style-type: none"> You make sensible decisions after getting all the information you need, and thinking about alternative options. You use your own knowledge and experience, and assess any risks. You involve your team in helping to make decisions or plans, and value people's contributions. You're sensitive to other people's concerns, and talk to them when decisions affect them. You know when to ask your manager for help, but you also suggest the action(s) you could take. You're focused on what you need to achieve, and not distracted by less important things. You're responsible for your own decisions. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview

EMPLOYMENT ZONE

R&S 2

Competencies	Essential	Desirable	Evidence
Providing Excellent Customer Service – Customer Orientation (Level 2)	<ul style="list-style-type: none"> • You follow-up customer requests, to make sure actions are taken and issues resolved. • You measure customer satisfaction to find out what needs to be improved. • You explain to customers, how and why we can't meet their needs, and offer alternatives. • You spot problems and take action, as soon as possible, to stop them getting worse. • You deliver more than you promised, and try to exceed expectations. 		<input checked="" type="checkbox"/> App. Form <input checked="" type="checkbox"/> Interview