



Role Title	Director of Innovation and Services
Function & Dept.	Software Delivery – Software UK Division
Career Growth Level	Leading & Contributing / Strategic Delivery
CGP Descriptor	Qualified specialists, recognised for their expertise, serving as pivotal contributors in various domains. These specialists play a vital role in influencing and shaping new business strategies, policies, practices, and content, catering to both external and internal customers. Their responsibilities may encompass problem-solving and the development and execution of purpose-driven solutions, often of a complex nature, to meet the specific needs of both external and internal customers.
Team	Software UK Division
Reports to	Andy Dunbar
Role Purpose	<p>The Head of Innovation and Services for the Software UK Division will lead the technology strategy, engage with vendor technology specialists, oversee the design and development of products and market solutions and own the end-to-end Software Services portfolio, including the management of ecosystem delivery partners. This role is crucial in driving innovation, managing product development teams and ensuring the alignment of technology initiatives with business goals.</p> <p><a href="https://www.scc.com/software/">https://www.scc.com/software/</a></p>

Key Responsibilities
<ul style="list-style-type: none"> <li>• <b>Technology Strategy:</b> Develop and implement technology strategies that support SCC’s overall business objectives, staying ahead of technology trends and ensuring SCC leverages the latest innovations.</li> <li>• <b>Product and Service Development:</b> Oversee the development of new products and services, ensuring they meet market demands and enhance SCC’s offerings.</li> <li>• <b>Research and Development:</b> Lead R&amp;D efforts to innovate and improve existing technologies, ensuring SCC remains competitive.</li> <li>• <b>C-suite Collaboration:</b> Work closely with other executives to align technological initiatives with SCC’s strategic goals and ensure seamless integration across departments.</li> <li>• <b>Budget Management:</b> Manage the technology budget, ensuring efficient allocation of resources and cost-effective solutions.</li> <li>• <b>Leadership and Team Management:</b> Lead the Software Solution Pre-Sales and Delivery teams, fostering a culture of innovation and continuous improvement.</li> <li>• <b>Customer and Vendor Relations:</b> Interact with customers and vendors to understand their needs and ensure SCC’s technology solutions meet those needs.</li> <li>• <b>Own end to end delivery of Software UK services:</b> Including IT Asset Management (ITAM) Digital Automation Practice (DAP) and any third-parties needed to deliver Software UK solutions.</li> <li>• <b>Operational Excellence:</b> Manage operational excellence across various metrics such as sales pipeline acceleration, time entries discipline, project management, utilisation management, services gross margin recognition and GP forecasting across the Software UK Division.</li> </ul>

- **Technical Pre-Sales:** Ensure the availability of the right level of pre-sales and delivery capacity to execute on the sales process pipeline and running projects.
- **Utilisation and Chargeability:** Maintain a healthy balance between pre-sales, delivery and other productive utilisation / chargeability initiatives.
- **Opportunity Assessment:** Lead Service Centric Opportunity Assessment / Deal Reviews to qualify delivery risks, aiming to maximise profitability without impacting quality and customer satisfaction.
- **Margin and Quality Accountability:** Assume accountability for margin maximisation and delivery quality.
- **Escalation Support:** Support, sponsor or personally lead the resolution of service delivery escalations.
- **Budget Planning and Delivery Design:** Validate budget planning, oversee SL-specific capacity and capability planning and oversee the design and specification of delivery models for the service portfolio.
- **Quality Assurance:** Ensure the quality of delivery in remote as well as local delivery units, including identifying and overseeing staffing requirements together with the leads and resource management.
- **Knowledge Sharing:** Encourage and facilitate knowledge sharing between different business units (BUs) across SCC.
- **Solution Adoption:** Support driving and accelerating solution adoption.
- **Innovation and Competitive Analysis:** Conduct regular competitive analysis to identify opportunities for innovation and ensure SCC stays ahead of industry trends

### Person Specification

#### Qualifications:

- Bachelor's degree in Computer Science, Information Technology or a related discipline (Master's degree preferred).

#### Experience:

- Experience in a technology leadership role, preferably within the software or IT industry.
- Demonstrable success in leading technology teams and delivering innovative products and solutions.
- Experience in engaging and collaborating with vendor technology specialists.
- Strong background in product design and development, with a focus on market needs.
- Proven ability to manage complex technology projects, ensuring timely and successful delivery.

#### Skills:

- Practical, hands-on approach to problem-solving and implementation.
- Capable of motivating and leading a team, whether directly or as part of a virtual team.
- Strong analytical and strategic thinking capabilities.
- Proficiency in finance (FP&A) and a solid understanding of core business metrics, including P&L.

#### Personal Attributes:

- High level of integrity and professionalism.
- Positive attitude and strong work ethic.
- Adaptable and flexible in a fast-paced environment.

#### Interpersonal Skills:

- Exceptional stakeholder management skills, capable of engaging and clearly communicating changes to teams across Software UK and the wider business.
- Excellent communication, interpersonal, and negotiation abilities.
- Proficient in presenting to diverse audiences.

Key Competencies		Level
1.	Process Management	2
2.	Data Analysis and Reporting	2
3.	Communication Skills	2

5.	Strategic Thinking	2
6.	Data/Information Collection and Management	2
7.	Influencing and Negotiation	2
8.	Planning and Organising	2
9.	Continuous Improvement	2
Management Competencies		Level
1.	Leading, Developing and Managing People	5-6
2.	Problem Solving and Decision Making	5
3.	Influencing Others	4
4.	Embracing the need for change	4
5.	Thinking & Acting Strategically	4-5
6.	Planning & Analysis	4
7.	Performance Management	4
8.	Employee Experience	4
9.	Resourcing	2-3
10.	Competency Assessment	2
Value Behaviours		Level
1.	Responsibility	2
2.	Passion	2
3.	Customer First	2
4.	Agility	2
5.	Family	2

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1.0	November 2023	Original	HR	November 2023
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