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| Role Title  | Vendor Partner Manager - Dell |
| Function & Dept. | Workplace Business Unit / Sales |
| Career Growth Level | Contributing & Developing (D)  |
| 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  | Workplace Business Unit – Vendor Management |
| Reports to | GM Workplace Business Unit |
| Role Purpose  | SCC’s UK business provides over 150,000 devices annually into the UK market. All of that is enabled by the Digital Workplace Services (DWS). Working closely with partners and using SCC’s extensive in-house service offerings we have market leading propositions. These range from device supply through to fully managed services, including significant investments in sustainability here in the UK, and focus on productivity in an evolving, AI-based world.DWS is the heart of SCC’s business, and Dell is a key partnership for to fuel our significant growth ambitions over the next few years. This is the fastest paced part of the IT industry, operating with emergent technologies and an exciting range of products from one of the world’s largest businesses. Reporting into the Core Services & Alliances Director, you will be responsible for running a multi-million-pound business, touching all parts of SCC’s client base from public sector to commercial to global SIs. You will be responsible for engaging on deals, securing discounts, driving rebates, building and executing marketing plans and helping operational efficiency. You’ll need to be able to talk to people at all levels from procurement to partner managers to sellers to executives both in SCC and Dell. The ideal candidate would have a good working knowledge of Dell, but that is not as important as a willingness to learn, ability to work in a varied team, often without explicit direction and be highly flexible and proactive. The ability to travel is important as you will need to visit multiple SCC and vendor sites on a regular basis across the UK and occasionally internationally. |
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| Key Responsibilities  |
| 1. There are three key elements to success – growing the volume of business we do with Dell, driving the margins we make on that business and improving the rebates we earn. You will need to develop a plan to address all three areas, and then be responsible for proactively executing that plan.
2. Marketing is a critical supporting factor. Using funds from Dell and associated partnerships, you will need to create a plan that addresses both SCC’s and Dell’s key propositions, navigate any tensions between them, and ensure a strong market presence for both.
3. Enablement of SCC’s sellers and delivery teams to know, understand and be able to position your propositions is a further critical element, so being comfortable talking in front of people, managing conflict and being adaptable will be important factors in your success.
4. You’ll also need to work closely with multiple departments within SCC and Dell– it can be quite complex, so not being intimidated by that is important.
5. You’ll need to develop a clear understand Dell’s partner scheme, which is not easy but, if we get it right, can be highly profitable.
6. Building a clear understanding of the operational processes used by both SCC and Dell will help you to use your time efficiently and be a “safe pair of hands” for both SCC and Dell to get things done – understanding the various portals, order processing, distribution channels and potential pitfalls will be important.
7. We’ll need to review the business regularly, so you’ll need to be able to forecast business accurately, internally and to Dell, do monthly reviews with the DWS Alliance Director on progress against the plan, and organise, chair and run the Quarterly Business Reviews with SCC and Dell
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| Person Specification  |
| 1. 3-5 years experience within the IT industry
2. Ability to work with numbers e.g. financial data, sales out reporting, shipment volumes etc is necessary, and a good degree of proficiency with Excel is highly desired
3. Proven track record of teamwork and achieving goals is key
4. Proven experience in understanding complex issues and providing remedies
5. Ability to develop working relationships in a complex, multi-departmental business environment
6. Ability to work with multiple stakeholders on a project or programme, and to manage expectations, communications and outcomes is essential
7. Ability to quickly absorb new information and synthesis it into existing models
8. Quickly develop frameworks for handling multiple simultaneous tasks is essential
9. Demonstrable willingness to take on new task, be flexible with inputs and think on your feet is key
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| Key Competencies |  | Level  |
| 1. | Partner Management | 1 |
| 2 | Financial / Commercial Acumen  | 1 |
| 3. | Team Working | 2 |
| 4. | Stakeholder Management | 1 |
| 5. | Marketing | 2 |
| 6. |  |  |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 2 |
| 2. | Passion  | 2 |
| 3. | Customer First  | 2 |
| 4. | Agility  | 2 |
| 5. | Family  | 2 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0 | 24/06/25 | Dell PM | Will Carver | 24/06/25 |
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