

|  |  |
| --- | --- |
| Role Title  | Digital Workplace Delivery Lead |
| Function & Dept. | Digital Workplace |
| Career Growth Level | (C.) Leading and Contributing / Strategic Delivery |
| Career Growth Pathway Descriptor  | Experienced senior experts or leaders, play a critical role in directing resources and driving projects, policies, and practices to meet the needs of internal and external customers. They may also manage people and focus on achieving results that boost SCC’s revenue and portfolio growth. Additionally, these positions are recognised as holding organisational authorities in their respective fields, actively shaping policies, objectives, and procedural standards to benefit stakeholders. Their influence extends to contributing to SCC’s strategic direction, often in positions such as Directors, members of the Senior Leadership Team (SLT) Heads of Department or Departments, Managers of larger teams or Leads within their specialised fields. |
| Team  | Digital Workplace |
| Reports to | UK Digital Workplace Experience Leader |
| Role Purpose  | **SCC has embarked on a significant transformation programme across the UK. The investment programme extends across our people, systems, portfolio, and customer acquisition. Our portfolio comprises a large, expanding VAR business and a services business pivoting towards a future focussed MSP.****This role will have responsibility for:*** **Deliver advisory and professional services in a billable capacity across all Advisory Service Offerings**
* **Oversee presales activities for user-centric services.**
* **Educate wider team members on new user-centric advisory services.**
* **Enable sales and pre-sales efforts.**
 |
|  |  |
| Key Responsibilities  |
| Deliver SCC’s experience advisory frameworks, services, and supporting sales collateral:* Discovery
* Persona Advisory
* XLA Advisory
* Change and Adoption Advisory
* Productivity Advisory

Establish and maintain relationships with key customers and partners to enhance customer satisfaction and loyalty.Ensure excellent customer satisfaction during engagements.Provide user-centric advisory and professional services to customers on a billable basis.Engage actively with sales and presales teams in a presales capacity to interact with existing and new customers and promote user-centric services.Act as an advisor for the sales, pre-sales, and delivery teams and ensure cross-functional alignment.Contribute to and implement the Digital Workplace strategy focused on the Digital Workplace portfolio of services to support growth within the UK.Focus on advancing the Workplace Experience Brand within SCC.Present Workplace Experience service offerings to sales teams.Ensure Workplace Experience service offerings align with the UK’s SLT business objectives. |
|  |  |
| Person Specification  |
| Effective leaders in SCC demonstrate high degree of self-awareness, humility, humbleness, and care. Typically our leaders are curious, engaging and can enable their teams through honesty, transparency and treating each other as grown-ups . We are typically known for working hard to deliver for the whole SCC family, making decisions and moving to action rapidly in the interest of our customers, our people and our stakeholders.**Ways of working:**• Customer & Service Orientation• Team Player and Team Builder• Flexibility and Hands-On mentality• Structured Approach**Relationship Management:** * Builds long-term relationships with stakeholders in customer organisations as well as internally.
* Facilitates decision-making across the organization with the appropriate degree of control.
* Maintains a strong understanding of the industry, business drivers, and competitors.
* Oversees monitoring of relationships and acts on relevant feedback.

**Autonomy:*** Has defined authority and accountability for actions and decisions within their business unit, including technical, financial and quality aspects.

**Influence:*** Initiates influential relationships with internal and external customers, suppliers and partners
* Makes decisions that impact the work of our business, the achievement of organisational objectives, and financial performance.

**Complexity:**• Has a broad business understanding and deep understanding of their specialism. • Performs highly complex work activities covering business, technical, financial and quality aspects. • Contributes to the implementation of corporate policy and strategy. • Creatively applies various business, technical and management principles.**Business Skills:*** Absorbs complex information and communicates effectively at all levels to technical and non-technical audiences.
* Manages and mitigates risk.
* Understands the implications of new technologies.
* Demonstrates clear leadership.
* Understands and communicates industry developments and the impact of technology across the portfolio.
* Takes the initiative to keep both own and colleagues' skills up to date.
 |

|  |  |  |
| --- | --- | --- |
| Key Competencies |  | Level  |
| 1. STRATEGIC THINKING
 | * Demonstrates confidence in the strategic direction of SCC while upholding unwavering honesty and integrity.
* Translates an understanding of the complex and diverse threats and issues facing SCC into positive action, guided by ethical principles and a commitment to integrity.
* Proactively involves relevant colleagues in strategic thinking, incorporating their views into plans and collaborating with them to align strategic priorities transparently and collaboratively.
* Sets organisational priorities by identifying where time and investment is needed most, ensuring that these decisions are rooted in integrity and a genuine dedication to the betterment of SCC and its stakeholders.
* Generates and leads strategic initiatives that reflect the SCC's position in the industry, always adhering to the highest standards of honesty, transparency, and ethical conduct.
 | **Level 3** |
| 2 INFLUENCING AND NEGOTIATING  | * Adapts style to suit a variety of circumstances
* Adapts to different negotiations situations, using pragmatic approaches ensuring negotiations have a clear outcome
* Proactively identifies opportunities to persuade and convince others to take a course of action
* Prepares for meetings and actively participates
* Shapes the options of key stakeholders
* Wins acceptance of proposed changes and new initiatives
* Projects confidence and authority and makes reasoned arguments to key decision makers
* Sets clear and achievable negotiating objectives in a variety of situations
* Prepared to compromise without losing sight of key objectives and clarifies and asserts own role with integrity and honesty
 | **Level 2** |
| 3. COMMUNICATION SKILLS | * Represents self and team positively within the organisation
* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence-based knowledge, modifying approach to deliver messages effectively
* Challenges the views of others in an open and constructive way, fostering a culture of learning and growth through constructive coaching and mentoring dialogues.
* Encourages and supports teams in engaging in transparent and inclusive communication
* Influences others and gains buy-in using compelling, well thought through arguments
* Negotiates effectively to deliver SCC priorities
* Synthesizes the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
* Advocates positively for SCC both within and outside the organisation
 | **Level 2** |
| 4. RELATIONSHIP BUILDING | * Identifies and engages a diverse range of influential contacts within stakeholders (internally and externally)
* Builds alliances to establish mutually beneficial working projects of work / activities, openly sharing knowledge and insights
* Actively challenges and addresses ‘silo attitudes’ to encourage effective relationship building inside and outside SCC
* Understands the challenges of the industry and uses this to manage relationships effectively
* Identifies clear win-win situations with others
 | Level 3 |
| 5. SELLING | * Identifies and qualifies new sales leads and prospects with a view to developing a pipeline of potential opportunities while mentoring and guiding a sales team to effectively pursue and cultivate these leads.
* Manages existing sales leads and sales teams, providing leadership, support, and direction to ensure the team’s productivity and success in converting leads into sales.
* Collecting and using information to achieve sales objectives
* Understands customers and their needs and develops, maintains, and enhances customer relationships before, during and after conclusion of agreements/contracts up to executive levels
* Designs and implements sales strategies and works with senior management to implement sales plans, leading and guiding the sales team to align with overarching company goals and strategies.
* Leads the bid process within SCC.
* Negotiates, agrees and signs contracts, maintains customer contact during and after selling process to pre-empt any issues and identify further opportunities
* Plans, monitors, and controls the work of the sales team, contributing to the development and training of the sales teams and product/service development, fostering an environment of continual learning, growth, and skill development within the team.
 | Level 2 |
| 6. PRESENTATATION SKILLS | * Delivers presentations at a strategic level, presenting complex, sometimes sensitive information effectively to diverse internal and external stakeholders
* Demonstrates authority and credibility at the highest level on a range of platforms
* Acts as a role model for best practice of professional presentations
 | Level 3 |

Won’t be managing people but section filled in:

|  |  |  |
| --- | --- | --- |
| Management Competencies |  | Level |
| 1. | Leading, Developing and Managing People  | Level 5 |
| 2 | Problem Solving and Decision Making | Level 5 |
| 3. | Influencing Others | Level 6 |
| 4. | Embracing the need for change | Level 6 |
| 5. | Thinking & Acting Strategically  | Level 6 |
| 6. | Planning & Analysis | Level 6 |
| 7. | Performance Management | Level 6 |
| 8. | Employee Experience  | Level 6 |
| 9. | Resourcing | Level 6 |
| 10. | Competency Assessment  | Level 6 |

|  |  |  |
| --- | --- | --- |
| Value Behaviours  |  | Level |
| 1. | Responsibility  | Level 6 |
| 2. | Passion  | Level 6 |
| 3. | Customer First  | Level 6 |
| 4. | Agility  | Level 6 |
| 5. | Family  | Level 6 |