

Role Title	Director of Strategy and Business Operations - EMEA Software
Function & Dept.	Business Operations – Software EMEA
Career Growth Level	Leading & Contributing / Strategic Delivery
CGP Descriptor	<p>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.</p> <p>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.</p>
Team	EMEA Software
Reports to	Head of EMEA Software
Role Purpose	<p>As the Head of Strategy and Business Operations, you will play a pivotal role in driving the success of SCC Software EMEA. You will be responsible for overseeing and optimising the day-to-day operations of Software EMEA. This role involves managing operational processes, improving efficiency, and ensuring alignment with strategic objectives. You and your team will work closely with the business units that sit under EMEA Software to streamline operations, implement best practices, and drive overall business performance.</p>
Key Responsibilities	
<p>Operational Management:</p> <ul style="list-style-type: none"> • Lead operational execution through existing and newly created processes. • Develop, implement and manage operational policies and procedures to improve efficiency and drive behaviour across EMEA Software. • Oversee daily operations to ensure the Business Operations team is effective. • Monitor and analyse operational performance metrics to identify areas for improvement across sales and delivery. • Review and manage pipeline growth and forecast accuracy on a regular cadence. <p>Process Optimisation:</p> <ul style="list-style-type: none"> • Evaluate current business processes and workflows; propose and implement improvements to enhance productivity and increase revenue. • Lead projects aimed at optimising operational processes. <p>Team Leadership:</p> <ul style="list-style-type: none"> • Provide leadership, guidance and direction to the Business Operations team. • Set clear performance expectations and goals for team members. • Monitor and evaluate team performance regularly. • Conduct regular team meetings to share updates, strategies, and best practice. • Motivate and inspire team members to achieve their individual and team KPIs. • Foster a collaborative and high-performance work environment. <p>Cross-Departmental Collaboration:</p>	

- Coordinate with other EMEA Software functions (i.e. sales, delivery) to ensure alignment with operational goals and EMEA Software strategies.
- Facilitate communication between departments to resolve issues and streamline processes.

Strategic Planning:

- Contribute to the development and execution of EMEA Software's strategic plan, ensuring that operational objectives align with overall business goals.
- Identify and assess potential business risks and develop strategies to mitigate them.

Reporting and Analysis:

- Prepare and present regular reports on operational performance, pipeline growth, forecast accuracy, other key metrics, and improvement initiatives to senior management.
- Utilise data analysis to inform strategic decisions and operational adjustments.

Person Specification

1. Proven leadership abilities.
2. Experience in team management and development.
3. Strategic thinking and planning skills.
4. Decision-making and problem-solving abilities.
5. Strong interpersonal and relationship-building skills.
6. Ability to collaborate effectively with cross-functional teams.
7. Ability to motivate and inspire others.
8. High level of integrity and professionalism.

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

Version	Date	Description	Approved by	Date
1.0	November 2023	Original	HR	November 2023
2.0	March 2024	Formatting of cells	HR	March 2024