

|  |  |
| --- | --- |
| Role Title  | Alliances and Partnerships Director, Digital Workplace |
| Function & Dept. | Digital Workplace Solutions |
| Career Growth Level | Leading & Contributing / Strategic Delivery  |
| CGP 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 | Core Services and Alliances Director – William Carver |
| Role Purpose  | The Digital Workplace Solutions (DWS) Business Unit is central to SCC’s ambitions for growth, leveraging SCC’s decades-long understand and experience in the workplace market. It aims to deliver repeatable solutions that deliver value to our clients and profit to SCC at scale – we aim to double the business over the next three years, by combining Windows 11 refresh, AI-led productivity and traditional service offerings. The DWS business unit comprises Core around-the-box services, Net Zero services from SCC’s multi-million pound investment in it’s Recylea business, Payments Solutions from Rigby Capital, and emerging Digital Experience services – all built around our relationships the world’s largest PC manufacturersCritical to all of these are our relationships with our key vendor partners, SCC’s ability to negotiate prices, leverage deal registration, build and promote offerings based on their technologies, manage their partnership schemes and drive value for our customers. The successful candidate will have experience in the VAR space, a broad experience of working with vendors, insight into new and existing markets and managerial experience. They will lead the DWP Alliances team, be expected to operate at all levels of SCC from account manager to board, develop and deliver strategies with the key vendors and own a significant target.  |
|  |  |
| Key Responsibilities  |
| 1. Own the overall profitability of our technology partnerships
2. Drive front end margin, rebate schemes and business unit profitability
3. Own the go-to-market with our technology partners including marketing strategy and funding
4. Engage across SCC’s business to promote and sell our partner’s technologies – from sellers to sales management to the executive team
5. Manage the partnership team to ensure best value to our customers and profit for our business
6. Develop repeatable, scalable opportunities for SCC
7. Provide and manage forecasting of future business and be accountable for the number
 |
|  |  |
| Person Specification  |
| 1. Extensive experience across the workplace VAR market in particular with HP, Lenovo, Dell, Surface and Apple
2. Proven track record of hitting challenging growth targets
3. Managerial experience in a complex working environment
4. Knowledge of vendor partner programmes, experience of how to leverage them and ability to maximise profitability at front and back end
5. Understanding of service development
6. Ability to manage complex stakeholder relationships
 |

|  |  |  |
| --- | --- | --- |
| Key Competencies |  | Level  |
| 1. | Strategic Thinking | 3 |
| 2 | Influencing and negotiating | 2 |
| 3. | Marketing Planning and Campaign Implementation | 2 |
| 4. | Planning and Organisation | 2 |
| 5. | Selling | 3 |
| 6. | Workforce Planning | 2 |

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

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

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