

Post Title:	Strategic Account Manager
Grade:	9

Job Description

2.1. Purpose

For a defined business area, the Strategic Account Manager is accountable for the overall operational and strategic direction of a University Group Digital Platform and the engagement IT Services holds with the University Group. The role holder will oversee a digital platform and set of business areas (academic and/or professional) to enable the build and contribution of a Group wide digital strategy as well as to ensure the consistent delivery and update of product board roadmaps aligned to the core organisational priorities and direction.

2.2. Main Duties and Responsibilities

1. Works strategically at executive level with a defined business area to promote digital engagement to ensure that the business areas IT and digital needs are both realised, futureproofed and linked in with the overarching Group Digital Strategy. Communicates strategy at both technical and non-technical audiences.
2. Accountable for the analysis, prioritisation and proactive management of business demand for new services or modifications to existing service features or volumes within their Digital Platform.
3. The creation of new and improved and potentially disruptive approaches to performing business activities in order to create business opportunities; deliver new or improved products/services; or to improve supply chains.
4. Defines requirements standards and quality targets for digital platforms and products in agreement with key stakeholders. Organises scoping and business priority setting for strategic business changes involving key stakeholders within the Group.
5. Develops and Communicates the business case for funding the digital platform and confirms continuing business viability and value add of the platform at regular intervals.
6. Negotiates at senior level on technical and business issues. Influences the development and enhancement of services, products and systems, and oversees the management and planning of business opportunities.
7. Leads the continuous evaluation of the user experience of products and services and ensure that improvements are addressed in future product design.

8. Executes and manages the implementation of IT and Digital organisation-wide processes and procedures, tools and techniques for the identification, assessment, and management of risk inherent in the operation of business processes and of potential risks arising from planned change.
9. Researches suppliers and markets, and maintains a broad understanding of the sector and wider IT and digital developments.
10. Leads on the business case for alternative sourcing models, and on policy and procedures covering the selection of suppliers, tendering, and procurement.
11. Identifies new and emerging hardware and software technologies and products, assesses their relevance and potential value to the organisation, contributes to briefings and education of staff and management.
12. Analyses, IT and Digital related business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches, typically seeking to exploit technology components.
13. Develops, IT and Digital enterprise-wide architecture and processes that ensure that the strategic application of change is embedded in the management of the organisation, ensuring the buy-in of all stakeholders
14. Deputises for the Head of Strategic Engagement –University Group as required.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Head of Strategic Engagement.

2.4. Supervision Given

Matrix & virtual line supervision of associated delivery and support teams.

2.5. Contacts

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Project Management training • PRINCE2 practitioner 	<ul style="list-style-type: none"> • Six Sigma – green belt qualification • Lean processing qualification
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • Strategic planner – business & technical • Technical and business product roadmaps development • Demonstrable competence in product based environment • Fostering strategic relations both internal and external • Management of large scale multi- phase implementation, e.g. either systems projects or international development projects or business development or business transformation projects 	<ul style="list-style-type: none"> • Digital technology knowledge and its use to benefit business users • Digital strategy development • Digital transformation leadership • Demonstrable competence in education based environment • International experience • Product owner experience
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Tact and diplomacy with internal and external communities including high level contacts • Skill in establishing and maintaining cooperative working relationships, establishing rapport and gaining the trust of others at all levels 	<ul style="list-style-type: none"> •
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • Analysis of qualitative and quantitative data • Extensive IT skills with advanced level experience of using project applications • Track record of inspirational, motivation leadership to maximise individual and team performance 	

	<ul style="list-style-type: none"> • Day to day management of staff and supervision of work streams • Ability to identify, manage and deliver against stakeholder requirements • Demonstrable skill in communication at all levels • Highly organised • Works well under pressure • Willingness to take direction • Report writing and presentation skills 	
<i>Other Requirements</i>	<ul style="list-style-type: none"> • Operate with a high degree of discretion and observe confidentiality • A flexible approach to work and location including the ability to travel both within the UK and internationally as required. • An appreciation of other cultures, the global reach of the University and its international agenda. 	<ul style="list-style-type: none"> • Ability to work on different types of products groupings.