

Candidate Prospectus

Crown Commercial Service Deputy Director - Business Development

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Prospectus prepared by

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A message from the CEO

Are you passionate about making a difference? Do you put the customer at the heart of what you do? Are you ready for a challenge that will deliver real benefits for UK Citizens? If this is you, we have opportunities for you to be part of the largest procurement organisation in the UK - Crown Commercial Service (CCS).

At CCS, we have an ambition to double the volume of spend through our deals and become a £30bn per annum organisation within the next 4 to 5 years. To achieve this, we are significantly expanding our Business Development team across the UK. Our newly formed Customer Experience Directorate will play a key role in meeting this ambitious growth plan. Central to this is ensuring that the voice of the customer is heard clearly.



We are looking for a Deputy Director of Business Development to build and lead a team of business development and regional account management specialists to establish and nurture relationships with thousands of customer organisations in education, health, local government, the third sector, housing associations and the devolved administrations.

You will be commercially focused and will likely be a proven and highly effective influencer in business development either in the public or private sector. You will be comfortable at engaging at all levels, both internally and externally, and will have impeccable leadership credentials that allow you to have an immediate impact in a dynamic and complex environment.

You will be able to translate strategy into palpable operational results and will have a rigorous approach to ensuring that all business leads are converted into spend through our commercial agreements, including through defining and refining robust processes for lead identification, qualification, tracking and conversion.

Excellent communication skills are a must, as is a demonstrable commitment to providing excellent service and great outcomes for our customers."

If you have the skills, the passion and the desire to be part of this, then I would encourage you to explore the information in this Prospectus.

Simon Tse, CEO

Crown Commercial Service

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1. About CCS

The Crown Commercial Service (CCS) brings together policy, advice and direct buying; providing commercial services to the public sector and saving money for the taxpayer.

We've brought policy, advice and direct buying together in a single organisation to:

- make savings for customers in both central government and the wider public sector
- achieve maximum value from every commercial relationship
- improve the quality of service delivery for common goods and services across government

We work with over 17,000 customer organisations in the public sector and our services are provided by more than 5,000 suppliers.

We're responsible for:

- managing the procurement of common goods and services, so public sector organisations with similar needs achieve value by buying as a single customer
- increasing savings for the taxpayer by centralising buying requirements for common goods and services and bringing together smaller projects
- leading on procurement policy on behalf of the UK government

Our priorities

For 2018/19, our priorities are to:

- Grow our wider public sector business to help more customers to achieve value for money, with a target of delivering savings of between £200m and £250m across the wider public sector.
- Help save government departments even more money, with an overall target of between £240m and £330m. Implement our digital transformation programme, which will help to improve our service delivery.
- Continue to lead on the Government's commercial policy and a range of other initiatives, including the delivery of three manifesto commitments relating to government spend with SMEs, signing strategic suppliers up to Prompt Payment Code, and supporting the delivery of apprenticeships in the UK.
- Further strengthen our capability, including continuing our operational review and implementing a new wider learning and development offer and a programme to upskill strategic category teams as part of the knowledge transfer component of the Commercial Accelerator Programme.

For further information please see (ccsjointheteam.com)

2. Diversity at CCS

We are committed to creating a culture where staff feel included and valued, regardless of their background. We believe a diverse and inclusive workforce is good for everyone, and to emphasise this, we launched our first Diversity and Inclusion Strategy in October 2017. During 2017/18 we have also:

- expanded our staff networks, e.g. Lesbian Gay Bisexual and Transgender (LGBT), and measures are in place to develop Women's and Black and Minority Ethnic (BAME) networks
- continued to support the inclusion agenda through a number of initiatives, such as celebrating Black History Month, Pride Week and International Women's Day
- invested in talent programmes, providing access for all our staff to the right opportunities to reach their potential, e.g. Senior Leaders Scheme, Future Leaders Scheme, Crossing Thresholds, Positive Action Pathway, Civil Service Fast Stream and Apprenticeships
- signed up as a Stonewall Champion and a Disability Confident Employer
- increased diversity disclosures from 40% to over 70%
- introduced reverse mentoring for our Senior Leadership Team
- ensured a gender balance on interview panels wherever possible.

We are also acutely aware of ensuring our own Senior Leadership Team is diverse and as such we are focused on attracting people from different backgrounds and experience to address the balance and make it more representative.

We have clarified our values, purpose and scope, to adopt and refine a new operating model aligning our strategic category and procurement operations teams across four pillars – buildings, people, technology and corporate solutions, we have implemented new IT systems and established more effective governance.

Our values shape and drive everything we do with our buyers, our partners, our suppliers and our employees. We listen, respect, collaborate and trust in order to deliver with confidence.



3. Key Strategic Priorities for 2019 and beyond

Our vision is to be the 'go to' provider of commercial solutions for the procurement of common goods and services for the entire public sector. We will endeavour to maximise commercial benefits for central government (CG) and the wider public sector (WPS) through outstanding commercial agreements for common goods and services and to lead and implement the Government's public procurement policy priorities.

We intend to achieve these goals by significantly increasing the spend through our commercial agreements. To do this we will continuously improve our capabilities through the development of our people, ways of working and use of customer centric digital solutions transforming how buyers and suppliers access and consume our services, through new and innovative channels.

Our ambition is to double the current c£13bn of spend through our agreements over the next four to five years and in doing so deliver outstanding and continuously improving commercial benefits, underpinned by excellent public procurement policy.

We have divided our strategy into three key areas:

Maximising Commercial Benefits

We will deliver the next instalment of commercial benefits for Central Government and Wider Public Sector customers through a combination of growing spend through our commercial agreements benchmarked against market rates, working with suppliers to stimulate greater competition resulting in lower prices and by working in partnership with departments to implement initiative-based business change projects.

Focus on the customer

We will continue to become easier to do business with through a multi-channel approach ranging from intuitive self service via digital solutions, to assisted service for more complex requirements. We will also create capacity to expand our standard service to all Central Government.

Building Capability

We will continue to build and improve our capability through the implementation of our people development, workforce development and engagement strategies along with a new integrated HR & Finance system. Integral to continued development of our commercial capability, as part of the Government Commercial Function (GCF), we will implement the people related components of the Commercial Capability Blueprint.

4. Job Description

Reporting to: Executive Director Customer Experience

Salary: £68,000 to £117,800

Purpose

The Crown Commercial Service is the largest central purchasing organisation in the UK, with an ambition to become a £30bn per annum organisation within the next 4 to 5 years.

About the role

This is a key leadership role within the newly-formed Customer Experience Directorate. The post holder will be responsible for building and leading a team of regional account management and business development specialists whose purpose is to establish and develop relationships with customer organisations across the entire UK Wider Public Sector (education, health, local government, third sector and housing associations, and the devolved administrations). They will support those customers to use CCS commercial expertise, products and services in order to deliver effective and efficient frontline services for citizens and substantial savings for taxpayers.

This is a challenging and exciting time for CCS, and the Deputy Director - Customer Experience (WPS) will be at the forefront of our efforts to ensure we realise our ambition.

Key Responsibilities:

- Supporting the Executive Director of Customer Experience and senior colleagues in leading the Crown Commercial Service to deliver its objectives against the strategy and business plan, especially with regards to growth and focus on the customer.
- Specifically, the post holder will be the *de facto* subject matter expert on all matters pertaining to the procurement of common goods and services (CGS) in the Wider Public Sector (WPS), from understanding customer requirements and issues across a broad and diverse customer base to maintaining a detailed knowledge and understanding of the differing political and competitor landscapes, ensuring this knowledge is shared effectively across the business as appropriate.
- Establishing and leading a team (circa 45 staff at full strength) of account management/business development specialists, organised on a regional basis, whose responsibility is to establish and develop relationships with new

and existing customers and key stakeholders across the WPS, thereby identifying opportunities for CCS to meet its growth objectives.

- Contribute to the development of a 3-5 year strategy to ensure growth targets are delivered, supported and approved by the CCS Board and Senior Leadership Team and agreed with all Category Directors, and ensure that resources are mobilised effectively across all internal functions to ensure successful delivery and enhanced customer satisfaction.
- Personally leading engagement with specific key influencers across the WPS, especially where a particular opportunity or project is deemed to be highly critical to CCS growth ambitions.
- Ensuring that all business leads are rigorously converted into spend through our commercial agreements, including through defining and refining robust processes for lead identification, qualification, tracking and conversion.

5. Person Specification

- Commercially-focused with a flair for inspirational leadership and the determination to make an impact, not least through instilling a team-wide customer service and commercial ethos.
- Able to comfortably span the strategic, operational and tactical levels, with a vision for the 'big picture' coupled with an eye for important detail. Sharply-honed political antennae.
- Effective at stakeholder management and comfortable with engagement at all levels, both internally and externally, for example with the CEOs and CPOs of national public sector bodies. A highly effective influencer with gravitas and impact.
- Experience of working within a dynamic and complex environment, with skills in understanding and responding to different perspectives and taking a cross-organisational viewpoint. Agile and adaptable, emotionally intelligent and comfortable with complexity and ambiguity.
- Proven leadership and management experience including all aspects of people management, operational and budgetary responsibilities. A flair for spotting and nurturing talent and ensuring the team are engaged and high performing.
- Excellent oral and written communication skills, proficiency in standard IT packages. Highly-polished presentational skills, with a demonstrable ability to influence on a national stage.
- Highly numerate with a clear grasp of business planning and reporting. Expert at data analysis, with an eye for what's important and an ability to turn insights into actionable plans.

Competencies

- Seeing the Bigger Picture
- Making Effective Decisions
- Leading and Communicating
- Collaborating and Partnering
- Managing a Quality Service
- Delivering at Pace

To further understand our competencies please follow this link [Civil Service Competency Framework](#)

6. How to Apply

Applications for this post should be sent by email to our retained consultants at Audeliss on SCS1@audeliss.com

As part of the application process, all candidates are required to complete an online Equal Opportunities Monitoring Form which will be found at the end on the online application process. There are options to say you would prefer not to disclose specific information. All monitoring data will be treated in the strictest confidence and will not affect your application in any way.

Please attach to your application the documents listed below.

- A CV setting out your career history, with responsibilities and achievements;
- A statement of suitability (no longer than two pages) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role. Please pay specific attention to addressing the essential criteria as detailed in this candidate pack.

Your statement of suitability should include:

- Confirmation of your Right to Work in the UK
- Your current remuneration package and salary expectations
- Existing Civil Servants should confirm their current substantive grade and probation status (for recent joiners)

Selection Process

This selection process will be chaired by Simon Tse, Chief Executive Officer, Crown Commercial Service. All external recruitment into the Civil Service is regulated by the Civil Service Commission who have two primary functions:

- Providing assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition. For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel.

- Hearing and determining appeals made by civil servants under the Civil Service Code (Appendix Y), which sets out the Civil Service values – Impartiality, Objectivity, Integrity and Honesty - and forms part of the relationship between civil servants and their employer. More detailed information can be found at on the Civil Service Commission website: <http://civilservicecommission.independent.gov.uk>

The selection panel for this role are:

Simon Tse Chief Executive Officer, Crown Commercial Service

Andrew Pemberton, Director of Wider Public Sector, Marketing and Communications

Sam Ulyatt, Commercial Director, Buildings

Les Brewster, HR Director

Complaints

If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact Sarah Loades (sarah.loades@crowncommercial.gov.uk) in the first instance. If you are not satisfied with the response you receive, you can contact the Civil Service Commission at: <http://civilservicecommission.independent.gov.uk/civil-servicerecruitment/complaints/>.

Why work for CCS?

Here are some of the rewards and benefits on offer to CCS employees:

- Competitive Holidays
- Competitive Pension Schemes
- Number of family-friendly policies that support a good home work balance such as; Flexible Working, Flexible Hours Scheme (band below SCS), enhanced Maternity and Adoption Leave.
- Cycle 2 Work Scheme, High Street Discount Portal
- Health & Wellbeing support; Employee Assistance Programme, Occupational Health, Health checks
- 5 days paid Learning and Development offer, including opportunities to gain CIPS professional qualifications.
- Loans for season travel tickets

Accessibility:

If you require copies of documentation in alternative formats, for example, large print or Braille, or would like to discuss any other requirements please contact the Recruitment Team by calling 01603 704148 or by emailing us at recruitment@crowncommercial.gov.uk

Nationality requirements

Open to UK, Commonwealth and European Economic Area (EEA) and certain non EEA nationals. Further information on whether you are able to apply is available [here](#).

Eligibility

Candidates in their probationary period are eligible to apply for vacancies within this

department.

7. Selection and Interview Process

Timetable

The closing date for applications is 5pm on **15th, February 2019**. All applications will be acknowledged and considered by the selection panel.

The provisional timetable is as follows:

Closing Date:	15th February 2019
Longlist meeting:	1 st March 2019
Shortlist meeting:	12th March 2019
Assessment/briefings:	w/c 18th March 2019
Final interviews:	Tuesday 9 th April 2019

For a confidential discussion about the opportunity please contact our retained consultant at Audeliss; Barrie Lee barrie@audeliss.com 0203 950 2774