



Solutions/Proposal Manager

This is a great opportunity to join the Xoserve team as our new Solutions/ Proposal Manager. The role will lead the creation and industry socialisation/ consultation process of Xoserve's business plan. Working with internal stakeholders (including Xoserve's CEO), contacts across our main service provider and our customers/ industry stakeholders, you will review and scrutinise the solutions and business cases provided by our main service provider, develop key messages and responses to questions/ feedback and lead meetings/ calls with customers to socialise and explain the content.

The successful candidate will have extensive experience of collaborating with customers to solve business problems, applying a critical eye to review proposed solutions, scrutinising/ approving business cases and creating sales and proposal documents. A self-starter, you will provide thought leadership and hands on, practical input to the building of a complex, yet compelling business plan. A savvy communicator, you will be able to explain complex concepts as a clear and succinct story and build/ maintain collaborative relationships with colleagues, customers, suppliers and other industry representatives, not all of whom will come from a commercial background. You will use your natural curiosity to see things from a broader perspective, to help you to drive transparency from our service providers and identify how to explain the Business Plan and the solutions it describes in a way which resonates with our customers' disparate business drivers.

Accountabilities include:

- Deliver the Annual Business Plan in line with the published timetable
- Work with customers and wider industry stakeholders to understand their business drivers and requirements
- Contribute to the development of future ideas for services/ solutions through proactive monitoring of developments in regulation and/or relevant market sectors.
- Participate in the design and delivery of workshops and meetings to develop Business Plan content
- Working with contacts in our key service providers to assess proposed investments, including return on investment and alternatives should the investment not be approved
- Develop compelling descriptions of, and supporting business cases for, projects/ investments and major changes to the services
- Drive an integrated, audience-driven approach to communications and the planning of key messages
- Present the Business Plan to industry stakeholders, including the Xoserve Board and Ofgem (the energy regulator), adopting communication styles to cater for both technical and non-technical audiences
- Deliver credible responses to questions/ feedback from customers and other stakeholders (including the regulator), both verbally and in writing
- Follow up/ circle back on agreed actions with customers and other stakeholders
- Ensure the relevant internal stakeholders are appropriately engaged where and when needed

Experience & knowledge that you would bring

Essential:

- Proven experience in solution development, proposal writing and/or sales proposition development
- A flair for building collaborative relationships with stakeholders, both internally and externally and influencing at multiple levels. to achieve mutually beneficial outcomes
- Demonstrable success in customer relationship management/ sales



- Strong analytical skills, with the ability to assess solutions and situations quickly, identify options and make rational, informed, realistic decisions based on facts and business drivers/ interests
- Track record of creating, reviewing and delivering to business cases
- Excellent communication and presentation skills, to create strong, compelling proposals which you bring to life both verbally and in writing, emphasising value proposition/ benefits/ outcomes from the customer perspective
- Ability to move seamlessly from principle level to detail and back again, navigating and balancing a wide range of complex and conflicting interests to identify a mutually acceptable path
- Capability to absorb and interpret substantial amounts of information quickly and accurately
- Natural curiosity and confidence to question/ challenge entrenched thinking in a constructive manner and be challenged in return
- Proactive mindset, able to work independently, take the initiative, drive progress and draw conclusions with minimal supervision/ support
- Able to interpret complex scenarios and explain these in plain English

Desirable

- Familiarity with contracts, financial considerations and commercial mechanisms
- Track record of benefits identification/ realisation would be an advantage
- Knowledge/ experience of the GB energy sector
- Innovative thinker / problem solver

This role is permanent, and due to our business planning process starting in April/May 2022, we would like someone to start as soon as possible; however, we are willing to wait for the right candidate.

If you are interested and consider you have the right skills and experience that we are looking for, please email your expression of interest to people@xoserve.com

The closing date for applications is **Friday 1st April 2022**