

DSC Portfolio Release Manager

Company Overview

Xoserve is the Central Data Service Provider, that sits at the heart of Britain's complex gas market as a specialised contract management and assurance company. Xoserve maintains accountability for the delivery of the Data Services Contract for the industry, which is delivered by a key outsourced service provider.

About the job

This is an exciting opportunity to work will in our Programmes & Service Delivery team, responsible for managing multiple interconnected functions across Change and Investment Assurance. These teams deliver Portfolio Office, Customer Engagement, Change Development and Project Assurance activities to customers, by working collaboratively with our outsourced providers to ensure Customer Change is successfully developed and delivered to robust and agreed timescales and assuring evidence is in place to measure and improve service performance.

The DSC Portfolio Release Manager coordinates key activities within internal and external stakeholders, ensuring that changes, projects and investments are managed and supported effectively through to successful delivery. As part of this, they are required to provide specialist knowledge regarding Project Management and Governance processes, in addition to having a thorough understanding of the infrastructure, applications and services provided by Xoserve to its customers. They ensure detailed change and project assurance activities are performed as part of a collaborative Portfolio, Governance and Release Assurance methodology.

In addition, the DSC Portfolio Release Manager will have overarching responsibility for Customer Interfaces and Customer Experience regarding DSC Change Management, which includes the effective provision of accurate and timely information via the website, and associated DSC Change Management deliverables.

Role Accountabilities

- Planning a robust and deliverable future change release roadmap of related customer and industry changes
- Ensure that customer requirements and expected outcomes are documented, validated and used to perform traceability against agreed solution options and solution designs
- Oversee assurance activities of delivery Projects (i.e. Build, Test, Implementation and Early Life Support) of related DSC changes
- Attend DSC Change and Contract Committee meetings, as nominated Xoserve representative.
- Execute tailored Customer Engagement Plan, with input from customers and key stakeholders to achieve agreed customer satisfaction targets.
- Build and manage an annual change budget, working with customers to ensure required approvals are gained to progress change into delivery and successful close down
- Build and develop high performing teams through strong leadership and management skills, the provision of regular ongoing professional development and feedback, coaching employees to be effective leaders, people managers and role models.
- Lead Customer Interface and Experience for the DSC change and investment assurance process; Inclusive of agreed communication plans, information provision via website, management of change consultation process, and provision of documentation in line with agreed governance procedures.
- Undertake robust review and approval process of High-Level Solution Option documents, Business Evaluation Reports and Statements of Work as required
- Manage direct customer interaction at key Stakeholder meetings and events – providing necessary updates and expertise to support customers and key industry partners

- Work with senior members of our outsourced Supplier to develop Release Plans and scope Investment Statements of Work.
- Act as a key escalation point to support resolution of issues and identify risks with appropriate risk mitigation measures that can be adopted.
Manage and report key tracking information on the related DSC Change Portfolio to Senior Leadership Team and Customers via agreed forums
Organisation skills

Specialist/Technical Expertise

- Passionate about relationship management and customer service
- Broad understanding of Project Delivery methodologies and Risk Management
- Proficient problem solver
- Experience in commercial negotiations to ensure value for money
- Experience of managing and building provider relationships

What we offer:

- A competitive annual salary between £65,000 - £70,000 (may vary based on skills and experience)
- Discretionary individual bonus up to 15%
- Generous Pension Scheme – up to 12% employer contribution
- Generous Life Assurance provision – 4 x basic salary
- 28 days annual leave plus 8 statutory days in addition
- Income protection for employee after 12 months service
- Enhanced annual leave entitlement, with opportunity to buy additional holiday each year
- Enhanced family friendly policies
- Commitment to provide learning & development opportunities
- Access to contributory Private Medical Insurance for employee and family (Bupa)
- Health cashback plan for employee plus up to four dependent children (Medicash)
- 24/7 virtual GP plus remote access to Physiotherapy, Mental Health Support and Medical Second Opinion (Help@Hand)
- Electric Vehicle Salary Sacrifice Scheme (Octopus EV)
- Free confidential Employee Assistance Programme (LifeWorks)
- A wide range of wellbeing initiatives.
- Fantastic range of discounts on high street retailers, grocery stores, cinema tickets, holidays and more
- Volunteering hours for our local communities
- Financial support to help cover the cost of one annual professional membership subscription

The Energy Industry is about to reform and change at pace, and it needs people like you to come and be part of its new design. If you are interested and consider you have the right skills and experience, we are looking for, please either apply direct on LinkedIn or email your CV, together with a covering letter explaining why you believe you are the right candidate to people@xoserve.com.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply for jobs unless they meet every single qualification. At Xoserve, we are committed to building a diverse, inclusive, and authentic workplace for everyone. So, if you're excited about this role but your experience or qualifications don't match the job description exactly, we encourage you to apply anyway. You might just be the right person for our growing business in this role or another one.

Xoserve is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, ancestry, place of origin, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. We promise that your opportunity for employment with us depends solely on your qualifications.

This is a hybrid working role from our Solihull office with frequent days in the office expected. The closing date for applications is **Friday 31 January 2025**. We encourage candidates to submit their applications as early as possible and not to wait until the published closing date. Xoserve's recruitment periods can and may vary. We reserve the right to remove this advert or close it to further applications at any point during the recruitment process.