

Person Specification

Post: Service Relationship Manager

Attributes	Essential	Desirable	How identified
Qualifications	• GCSE Grade 4 or above in English and mathematics (or equivalent) • Relevant management or professional qualification in one of the key business services specialisms	• Good honours degree	• Application • Certification
Experience	• Values driven • Evidence of success in a relationship management role • Service DNA built through considerable experience of delivering outstanding customer service • Collaborating positively with different stakeholders and bringing together teams with differing perspectives • Business process development, measurement and continuous improvement	• Working in an inner-city area of high deprivation • Working in education • Utilising automation to drive efficiency and improve customer experience • Managing budgets and resource allocation	• Application • Interview
Knowledge and skills	• Consultative and pro-active • Exceptional communication • Analytical thinker with ability to simplify complexity to gain buy in • Ability to drive change and embrace new ways of working • Ability to sensitively resolve conflict and manage differing priorities • Effective root-cause analysis • Commitment to safeguarding • Microsoft Office, especially Excel, Outlook and Word	• Understanding of what makes a Dixons academy different and successful	• Application • Interview • References
Character	• Strong moral purpose and drive for improvement • Mission-aligned • Humble and kind • Motivated, enthusiastic and flexible • Excellent interpersonal skills • Good sense of humour • Desire to develop yourself • Ability to give, receive and act on feedback • Strong attention to detail • Ability to work under pressure • Commitment to the full life of the academy		• Application • Interview • References