

Head of Service Provider Relationship Management (SRM)

Full Time: 1 position available - immediate start.

Experience: 5+ years post-graduation minimum (in procurement or selling into the consultancy world)

Location: Nottingham or Watford but must be able to travel to as required

Constellia are changing the world buys professional services. We run a global peer to peer group of professional services category leads. And now offer our Consultancy MSP solution which is underpinned by great people, great tech, and a growing service provider marketplace- ranging from the big 4 through to boutiques and SMEs

In order for the ecosystem to work we need to provide a gold standard service for all parties including Service Providers (“SPs”). We are building a dedicated SP function which will help new members onboard and offer dedicated points of contact throughout the project lifecycle.

We are therefore looking for someone who can take this function forward, driving customer (SP) satisfaction and revenue

Responsibilities

- Proactively manage strategic Service Provider relationships helping achieve Constellia as their marketplace of choice
- Presenting to new /potential Service Providers to persuade them to onboard and overseeing that activity
- Researching and identifying Service Providers that will be able to deliver excellent service to our clients
- Ownership of strategic SP engagement activity – e.g. events, webinars, social value initiatives, targeted campaigns, tech developments
- Supporting delivery assurance and intervening in disputes
- Conducting spend analysis and presenting relevant MI to colleagues and the board

Essential Experience/Abilities

- Graduate qualification
- 5 years plus experience in a procurement environment, ideally some of which will be professional services
- Strong written and oral communication skills
- Experience either in SRM or selling services to consultancy/professional services organisations
- Ability to multitask
- Great interpersonal skills and presentation skills

Desirable Experience

- Customer facing, stakeholder management experience
- Experience of using P2P/Procurement Software
- Power BI or similar

How to Apply

Submit your CV to: careers@constellia.com