



## Investment and Change Assurance Manager

### Who we are

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.

We need people who are comfortable, and excited, about operating in the middle of a two-sided business model. We embrace modern technology and want people who are adept at weighing up the needs of our customers, on either side, taking pride in connecting them via seamless automated and digital processes.

### The Role

Reporting to the Head of Investment and Change Assurance, the Investment and Change Assurance Manager is responsible for assuring investments made in the Xoserve Business Plan (BP) from inception (business case creation, review and approval) through to the delivery / performance of a multimillion-pound annual change portfolio. The role-holder is responsible for developing and operating an investment assurance framework, adopting a relational contracting approach to the management of senior representatives of 3<sup>rd</sup> party service providers.

The Investment and Change Assurance Manager manages a team that is responsible for Portfolio Management Office (PMO) activity for Xoserve. This work includes collation and curation of customer facing information (e.g. website content, governance forum material, change and system documentation), maintaining an effective and efficient 'front door' for customers to access change information. The team also develops and maintains tooling used to manage change interaction between Xoserve and its 3<sup>rd</sup> party service providers.

The Investment and Change Assurance Manager is a lead ambassador in key external change forums, effectively and authentically communicating change outcomes delivered by 3<sup>rd</sup> party service providers, leading industry discussion towards required governance outcomes and acting as an escalation point for customers.

### Role Accountabilities

- Develop / maintain an investment assurance framework to mitigate time/cost/quality risks to investment change delivery
- Build and maintain key relationships with 3<sup>rd</sup> party service providers to ensure risks and issues are managed smoothly to successful outcomes via robust, repeatable governance processes
- Work across Xoserve functions (e.g. finance, legal) to ensure that information provided to Xoserve by 3<sup>rd</sup> party providers is concise and accurate and scope delivery v BP is accounted for / validated
- Forecast future delivery performance across multimillion pound change portfolio
- Use assurance techniques to minimise delays to work being deferred across BP years where this can be avoided
- Provide Xoserve Senior Leadership Committee (SLC) and board with insightful periodic MI pertaining to the performance of the investment portfolio
- Lead in DSC Change and Contract Committee meetings, managing the General Change Budget and being a senior point of escalation
- Execute industry change strategy with input from customers and stakeholders



- 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
- Manage customers through the change process, identifying potential conflicts before they arise and engaging to resolve if required
- Design and deliver industry facing reports with input from Marketing and Insight
- Drive progress through governance and industry meetings - representing Xoserve at industry governance forums, as required
- Coordination, validation and quality assurance of Management Information and reporting materials (e.g. Dashboards) at appropriate Industry forums

### Specialist/Technical Expertise

- Change portfolio management experience
- Passionate about delivering excellent customer service
- Assurance management
- Gas industry expertise
- Experience of working within managed service arrangements.
- Demonstrable technical knowledge and understanding, with an ability to translate technical requirements and specifications into easily understood business concepts and vice versa.
- Demonstrable experience leading and inspiring cross functional, collaborative teams both internally and across organisational boundaries to build trust and deliver successful outcomes
- Natural curiosity and confidence to question/ challenge entrenched thinking in a constructive manner with a willingness and openness to receiving a similar challenge in return
- Self-starter with demonstrable ability to work both independently and as part of a collaborative team.
- Confident and pragmatic approach to prioritisation with the ability to make timely decisions with sound judgment.
- Ability to communicate (written & verbal) and influence effectively at multiple levels, both internally and externally (including customer and service provider organisations), tailoring your style to cater for both technical and non-technical audiences.
- Creative and innovative thinker and problem solver, able to identify ways forward despite the constraints under which the organisation needs to operate.

*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.*

*At Xoserve we are committed to our company Values, which are; Collaboration, Trust, Empowerment, Teamwork and Fun. Our values shape our culture and how we interact with one another to drive great performance.*

***We offer a competitive salary of between £58,000 to £62,000 - depending upon experience, plus car allowance and the below benefits;***

**Pension** - Up to 12% employer contribution Xoserve will co-invest with you by doubling your contribution, up to a maximum of 12% from Xoserve, e.g. If you contribute 6% then Xoserve contributes 12%

**Death in service benefit** - 8 x basic salary.



**Working Hours** – 37 hours per week (Monday to Friday) – we operate a hybrid working model, with access to our office in Solihull at any time.

If you are interested and consider you have the right skills and experience we are looking for, please email your CV, together with a covering letter explaining why you believe you are the right candidate to [people@xserve.com](mailto:people@xserve.com).

The closing date for applications is **Monday 20<sup>th</sup> March 2023**.