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| Role Title | Vendor Partner Manager - Apple |
| Function & Dept. | Workplace Business Unit / Sales |
| Career Growth Level | Contributing & Developing (D) |
| CGP Descriptor | Qualified specialists, recognised for their expertise, serving as pivotal contributors in various domains. These specialists play a vital role in influencing and shaping new business strategies, policies, practices, and content, catering to both external and internal customers. Their responsibilities may encompass problem-solving and the development and execution of purpose-driven solutions, often of a complex nature, to meet the specific needs of both external and internal customers |
| Team | Digital Workplace Services (DWS) Business Unit – Vendor Management |
| Reports to | Alliances Director DWS |
| Role Purpose | SCC’s UK business provides something like 150,000 devices annually into the UK market, and all of that is enabled by the Desktop product business unit. Working closely with partners and SCC Services the Desktop BU engages across SCC and across the device market to find the right products for customer’s needs and which SCC services divisions can use as the basis for deep and impactful client engagements.  The main objective of the role is to own the Client Device business with Apple Technologies and reporting directly to the GM Desktop BU. You will cover a range of tasks including marketing, accreditation management and training, sales enablement, rebate maximization, sales process support, partner engagement, distribution engagement, sales operations, services development, managed services and more. This is a chance for a motivated individual to work with a key vendor that underpin SCC’s business today and to develop a detailed knowledge of the UK device market, the key vendors, key distributors and client needs.  A candidate does not need intimate knowledge of the device market or vendors, but should be willing to learn, be able to work in a varied team, often without explicit direction and be highly flexible and proactive. The ability to travel is important as you will need to visit multiple SCC and vendor sites on a regular basis across the UK and occasionally internationally |
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| Key Responsibilities | |
| 1. You will need to build a clear plan for the next twelve months aligned with SCC and Apple’s aspirations, and help drive that plan to a successful close. 2. You’ll need to create a clear marketing an enablement plan as part of that, working with SCC and Apple marketing leads to secure funding, build models, measure outcomes and learn from both the things that work and the things that don’t 3. You’ll also need to work closely with sales, both within the business unit where you’ll have a dedicated sales head to help you close business, and with the various branches and territories within SCC – it can be quite complex, so not being intimidated by that is important 4. You’ll need to understand Apple’s partner scheme which is not easy but, if we get it right, can be highly profitable. Making this a key priority on taking the role on will be really important to long-term success 5. Linked to that is a really good working knowledge of how to maximise SCC’s rebate position with Apple – we won’t expect you to be able to do this from day one, but it’s really important to SCC as a whole this gets done and will be a key measure of your success. 6. You’ll need to manage the deal registration process within Apple, and help SCC sellers to understand what they need to do to ensure Apple support us in deals 7. You’ll need to build out a stakeholder map of key people in SCC and vendors, and ensure we have the right people meeting one another to help drive the overall business – facilitation is key part of the role in a number of areas. 8. You will need to create and execute on an enablement plan that gets the SCC sellers enough information that they can quickly qualify and recommend Apple over other devices, but also recognising that they won’t be able to know Apple roadmaps or product line ups in any detail. 9. You will provide assistance as needed on bids, and support SCC sales through pricing requests, quotations and escalations to close business and protect relationships 10. We’ll need to review the business regularly, so you’ll need to be able to forecast business accurately, internally and to Apple, do monthly reviews with the General Manager for Workplace on progress against the plan, and organise, chair and run the Quarterly Business Reviews with SCC and Apple | |
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| Person Specification | |
| 1. Experience within the IT industry is preferable but not essential 2. Ability to work with numbers e.g. financial data, sales out reporting, shipment volumes etc is necessary, and a good degree of proficiency with Excel is highly desired 3. Proven track record of team work and achieving goals as part of a collective is key 4. Proven experience in understanding complex issues and providing remedies 5. Ability to develop working relationships in a complex, multi-departmental business environment 6. Ability to work with multiple stakeholders on a project of programme, and to manage expectations, communications and outcomes is essential 7. Ability to quickly absorb new information and synthesis it into existing models 8. Quickly develop frameworks for handling multiple simultaneous tasks is essential 9. Demonstrable willingness to take on new task, be flexible with inputs and think on your feet is key | |

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| Key  Competencies |  | Level |
| 1. | Partner Management | 2 |
| 2 | Business Acumen | 1 |
| 3. | Selling | 1 |
| 4. | Relationship Building | 2 |
| 5. | Marketing | 1 |
| 6. | Business Development | 2 |

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| Value Behaviours |  | Level |
| 1. | Responsibility | 1 |
| 2. | Passion | 1 |
| 3. | Customer First | 1 |
| 4. | Agility | 1 |
| 5. | Family | 1 |

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| Version | Date | Description | Approved by | Date |
| 1.0 | November 2023 | Original | HR | November 2023 |
| 2.0 | March 2024 | Formatting of cells | HR | March 2024 |