



Solution Requirements Engineer

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 Change and Release Assurance Manager, the Solution Requirements Engineer supports proactive management of industry changes and associated change communications to impacted stakeholders. They lead engagement with customers regarding the Project Lifecycle by undertaking a key role in assurance of the design and delivery of customer impacting solutions.

These may include internal initiatives, continuous improvement projects, strategic programme deliverables and legislative change.

The Solution Requirements Engineer partners with customers and is responsible for the development and delivery of solutions that meet customers' requirements with our selected vendor – enabling expected outcomes and benefits to be realised.

This is achieved by applying skills and expertise into change development phase and undertaking assurance activities on behalf of our customer throughout the Project Lifecycle.

The Solution Requirements Engineer will also support the development and delivery of internal technologies that are used by the organisation to ensure robust workload and investment performance tracking continue to be undertaken.

Role Accountabilities

- Understand the customer's needs throughout the Project Lifecycle, including but not limited to, testing strategies, training and change communication documentation
- Ensure these needs are clearly defined and fed in at appropriate intervals during the Project Lifecycle.
- Partner with and influence key stakeholders to secure buy in to changes, manage expectations and resolve conflicts to achieve mutually beneficially outcomes where possible
- Build and maintain effective relationships with third party suppliers, working in accordance of the agreed change process.
- Work collaboratively with customers, ensuring that customer requirements are documented and ratified – ensuring solution options are explained and consulted upon at appropriate stages in the Project Lifecycle
- Attend industry forums as required, to lead and support customers through the Project Lifecycle
- In line with agreed Project Lifecycle RACI, undertake appropriate responsibilities and assurance activities between Xoserve and our third-party suppliers
- Support the effective management of key external committees that Xoserve hold with its customers (Change Management Committee and associated Working Groups)



- Recognised as a leader and expert in the change process, offering support and coaching to other members of the change team and third-party suppliers, as required
- Provide expert assurance capabilities to change delivery, with an emphasis on value for money, right first time and traceability of delivery against customer requirements.
- Provide appropriate third-party supplier feedback/lessons learned for continuous improvement and performance management purposes
- Role models exceptional behaviours, consistently demonstrating delivery against commitments, excellent listening skills and integrity and seeks out opportunities to resolve issues in a constructive and collaborative manner

Specialist/Technical Expertise

- Innovative thinker and problem solver
- Approach every situation with the concerns and requirements of the customer at the forefront
- Proven track record of effectively developing and delivering changes that relate to regulated markets – preferably within the Energy sector
- Knowledge of the industry commercial and contractual regime in which Xoserve operates
- Comprehensive understanding of the Software Development Lifecycle (SDLC) and ability to evaluate change against it
- Understanding of delivery methodologies including, but not limited to, V model, Waterfall and Agile Scrum
- Ability to understand complex industry and customer issues and needs, translating these into customer capabilities and requirements that can be used to develop and deliver solutions
- MS Applications, notably Excel, PowerPoint, Teams and SharePoint
- Technical development, maintenance and continuous improvement of internal our chosen workload and investment performance tracking application (Smartsheet)

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 £40,000 to £48,000 - depending upon experience, together with 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@xoserve.com.

The closing date for applications is **Monday 20th March 2023**.