

Role: Demand Administrator
Department: Strategy and Architecture
Salary: From £38,000 per annum
Responsible to: Strategy and Architecture

Job Purpose:

As a Demand Administrator with Cantium, you will be facilitating and administering the Demand Management process, which is used for the initial documentation and assessment of demand requests, relating to both new and existing business. As the Demand Management process is key to winning new business and retaining existing customers, this is a crucial role within the Pre-Sales and Product Development Team, reporting to the Pre-Sales and Product Development Lead.

You will be working with both internal and external stakeholders to identify key information required in order to assess each demand request, conduct preliminary assessment of the demand requests, liaise with customers on the nature and scope of the activity, and ensure all the stakeholders are kept up to date throughout the process.

This role requires excellent communication and documentation skills, together with the ability to convey technical information in a non-technical manner to the business stakeholders. You will also have excellent organisational skills and a proactive approach to managing your own workload.

Main duties and responsibilities:

- Review all incoming demand requests, identifying nature and scope of the demand, effort required to write a proposal in response to the demand.
- Assess demands for classification, size, value, resourcing and other parameters required to write a proposal.
- Provide an initial assessment of demands for cost, resources and other parameters required to deliver a solution.
- Monitor the system queue to ensure the demands have the requisite information at the relevant stages of the process.
- Liaise with customers, account managers, demand sponsors, architects and other colleagues throughout the demand management process; act as a key contact for Demand Management activity.
- Facilitate the demand prioritisation process, ensuring all demands are initially assessed and prioritised in accordance with the relevant frameworks.

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- Monitor the demand backlog and current pipeline, ensuring any relevant issues or prioritisation concerns are escalated.
- Provide feedback and updates to customers and architects on the status of demands and any outstanding issues or delays.
- Facilitate the prioritisation of demands and proposals in line with business and customer requirements.
- Document key meeting points, decisions and outcomes during the demand prioritisation process and other governance meetings as required.
- Provide relevant reporting on Demand Management, Proposal production and related activity.

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Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

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Cyber Security and Risk Management responsibilities

- As an employee of Cantium Business Solutions you are required to complete regular mandatory training in relation to Cyber Security and Risk Management and continually ensure your knowledge is kept up to date.
- All Cantium employees have a responsibility to protect the confidentiality, availability and integrity of personal data that is processed by Cantium, as well as a responsibility to report any data disclosed in error.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company’s reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Advanced Microsoft Excel skills, especially in data reporting and manipulation.
Experience	<ul style="list-style-type: none"> • Business and financial acumen, an understanding of what is involved in the preparation, assessment, design and delivery of a technical or a business solution.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent analytical and documentation skills, ability to convey technical information to non-technical audiences, ability to translate non-technical requirements into technical deliverables. • Excellent communications skills, both verbal and written; ability to communicate with stakeholders at various levels of technical and business awareness. • Excellent prioritisation and time management skills, with the ability to work across multiple demands simultaneously.
Knowledge	<ul style="list-style-type: none"> • Good general knowledge of modern technologies, ability to review and assess proposals from the business and technical perspective.

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