

Role Profile

Job Title:	Commercial Manager	Grade: 16	Spinal column point range: 57-60
Department:	Commercial Hub	Post no.:	
Directorate:	Corporate Resources	Location:	Perceval House

Role reports to:	Category Lead – Place
Direct Reports:	None
Indirect Reports:	Indirect management / professional direction and support of others within the Commercial Hub, including Procurement Project Officers.
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

PURPOSE OF ROLE:

To drive a commercial approach across the organisation that supports the organisation's overall strategy aims by:

- Driving increased value for money by leading the development and embedding of best practice contract and supplier relationship management on all key strategic contracts across the Council.
- Developing market insights and building relationships with suppliers based around the future needs and plans of strategic commissioners.
- Developing and implementing commercial and category strategies.

KEY ACCOUNTABILITIES:

- Lead on commercial support to service areas within a portfolio of contracts so as to ensure the delivery of best value for money, as well as service improvements and cashable savings.
- Lead the engagement and negotiation with suppliers to drive year on year efficiency savings and maintain contract documentation including administering contract amendments.
- Oversee the development and embedding of best practice contract and supplier relationship management on all contracts within an allocated portfolio, ensuring that

contracts meet the required outcomes and are in accordance with the terms and conditions and specification of requirements.

- Providing professional expertise and support to steer the delivery of strategic contracts across the Council so they meet the specified commercial and operational outcomes;
- Provide strategic input and commercial advice at key stages in procurements, taking a lead where appropriate, i.e. support any negotiation or dialogue as part of any procurement processes being delivered by other team members.
- Support and lead on the development of specific commercial strategies on specific contracts or areas of spend (or support Heads of Category with category strategy development and implementation).
- Manage and deliver a rolling programme of current contract reviews and negotiations, ensuring all commercial opportunities are delivered against in full.
- Ensure all contracts with an allocated portfolio remain within budget and deliver agreed budget savings and efficiencies.
- Ensure supplier relationship are developed, in particular with 'strategic' suppliers, to increase value and reduce cost of service to the Council by understanding how the supplier service roadmap benefits the Council's aspirations.
- Monitoring of supplier performance measures throughout the whole lifecycle; on-boarding through to exit. Acting as an escalation point for identified issues and working with supplier, procurement and operational teams to resolve.
- Ensure that all contracts adhere to Hub governance and reporting arrangements (i.e. KPI reporting and Annual Reviews for contracts boards).
- Carry out regular auditing of contractual arrangements and performance management regimes for all portfolio contracts, including service improvement work with partners to address performance issues.
- Ensure sound supplier management insight is provided into in re-shaping future service delivery models and procurement exercises, supporting Hub colleagues to create relevant commercial and category strategies.
- Build and develop relationships with key stakeholders to assist in breaking down barriers with service areas, deliver effective advice and support delivery of service area business plans, budget savings and efficiency improvements.
- Research areas of the Council spend (for example through spend and market analysis) that will lead to the establishment of further efficiencies for the whole Council.
- Support the development of Key Performance Indicators, specifications and pricing models for procurement activities.

- Direct and lead the appraisal and evaluation of contractual claims and any subsequent dispute resolution processes, including making clear and robust recommendations for settling claims.

If (directly) operationally managing a ‘strategic’ Commercial Hub contract also:

- Manage the specified contract according to best practice Supplier Relationship Management processes per the Council’s Contract Management Toolkit guidelines.

Additional Requirements

- Other duties and responsibilities of a similar professional and complexity as required.

KEY PERFORMANCE INDICATORS:

- Council Medium Term Financial Strategy Budget Savings and Cost Avoidance relating to contracts.
- Contract/Service Key Performance Indicators and Outcomes.
- On-Contract Spend and Active Supplier Reduction figures.
- Savings, Service Improvements and Efficiencies negotiated with suppliers.
- Directorate contract-related governance compliance.
- Client Satisfaction Survey results.

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Executive and Service Directors
- Internal client groups; Heads of Service and key senior and contract managers
- External public and private sector groups
- Stakeholder groups and networks
- Commercial Hub
- Legal and Democratic Services
- Key suppliers
- Corporate Finance
- Ensure clear Service Level Agreements are in place covering all aspects of service delivery, with performance, response times and escalation process if appropriate.

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Indirect management within team structure and in accordance with all HR policies.
- Responsibility for representing Category Leads where appropriate.
- Development, governance, team performance and enforcing of key policies and regulations, including Contract Procedure Rules and scheme of delegation.
- Professional direction, support and coaching of service area staff involved in contract management activities.
- Team training expenditure and overall financial budget of department as appropriate in accordance with Council financial systems and corporate guidelines.
- Contribution to team and organisational improvement to ensure all team members receive communications, briefings, council priorities, vision etc.

PERSON SPECIFICATION

Key criteria – applicants need only address points with ** please give examples.

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:

1. ** Knowledge and understanding of Supplier Relationship, Market Shaping, Contract Management, Financial Budgeting and Accounting so as to drive increased value for money.
2. Proven experience of:
 - a. Establishing strong working relationships with suppliers and delivering value to the organisation.
 - b. Managing suppliers through the on-boarding to exit lifecycle.
 - c. Managing issue resolution and delivering improvements.
 - d. Creating an inclusive environment where new processes or procedures based on analysis of performance with suppliers are introduced.
3. ** Skilled at seeking and encouraging ideas, improvements and measured risk taking within own area and across the Council to deliver better approaches and services.
4. Written & verbal communication skills, with the proven ability to tailor the approach according to the audience when presenting to persuade and influence.
5. ** Positive and proactive attitude and the confidence to welcome challenge even if uncomfortable so as to deliver results.
6. Successful track record of developing and providing services which are effective at meeting customer needs and are cost efficient.

7. Ability to manage strategic commercial relationships and delivery arrangements actively and effectively to provide ongoing value for money to the tax payer.
8. ** Knowledge and proven experience of creating and maintaining a performance culture. This must include establishing improvement plans and performance measures, monitoring these and managing poor performance as appropriate, as well as recognising achievement.
9. Strong customer focus with track record of delivering customer satisfaction and a high-quality service so as to support the Council deliver on its key outcomes.
10. ** Stakeholder management skills and the ability to challenge clients and change perceptions to achieve a positive outcome.
11. ** Ability to manage strategic commercial relationships and delivery arrangements actively and effectively to provide ongoing value for money.

ESSENTIAL EXPERIENCE:

1. ** Experience of delivering cost reduction, service improvement and cashable savings using appropriate commercial, financial, supplier relationship management, contract management tools and techniques. Experience must be within a comparable remit and function of the role.

ESSENTIAL QUALIFICATION(S):

2. ** Equivalent private / public sector experience.
3. ** Educated to degree / postgraduate level or equivalent, or evidence of continuous professional development and relevant management training/management development.
4. ** International Association for Contract and Commercial Management / Full membership of the Chartered Institute of Purchasing and Supply via a studied qualification route (or able to demonstrate willingness to achieve to an agreed timescale).

Values & Behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they'll do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards