

Commercial Manager

Generic title	Senior Manager - 2
General Description	<p>People at this level will manage a function, a number of managers or an income stream.</p> <p>In operations they will manage multidisciplinary construction projects or medium sized sites and their associated activities from conception through to completion, delivering work that meets project requirements, customer satisfaction and in accordance with Morgan Sindall standards. They will play a major role in ensuring Health, Safety and Environmental Policies are delivered.</p> <p>In commercial they will manage contracts and may lead on a framework, project, special works or design.</p>

Competencies

Achieving Results	<p>Sets clear and appropriate goals that consider the bigger picture</p> <p>Drives wells to achieve consistent results</p> <p>Deliver a quality performance consistently</p>
Analytical thinking and decision making	<p>Considered analysis of all available data to arrive at viable options</p> <p>Organising information to identify the key issues and to plan appropriately</p>
Communication	<p>Ability to choose most appropriate style of communication</p> <p>Able to listen actively by which we mean hearing and interpreting what is said</p> <p>Demonstrating sound questioning techniques</p>
Dealing with change	<p>Sees potential of new ideas and situations</p> <p>Take a pragmatic approach to change</p> <p>Considers impact of change on others as well as self</p> <p>Ability to explain the effects to colleagues</p>
Teamwork	<p>Develop inter-team collaboration inside and outside company</p> <p>Understand the role of a team and how it delivers the objectives</p> <p>Can adapt to different types of teams in most situations</p> <p>Take a cohesive and encouraging approach to team working</p>
Leadership	<p>Demonstrate clear and visible leadership, with capacity to absorb responsibility and accountability whilst providing sensitive direction to others</p> <p>Remain effective when the situation is unclear, complicated or pressurised</p>
Managing resources	<p>Create a resource plan for an unfamiliar or potentially complex project</p> <p>Manage others to implement effective planning, problem-solving, and decision making</p> <p>Understand the resource implications on the business plan</p>
Negotiation	<p>Understand the others point of view</p> <p>Make an objective and structured case with pros and cons</p> <p>Understand the need to give and take</p> <p>Understand and defend a position</p>
People Development	<p>Grow a team that is aligned with the business objectives</p> <p>Understand the strengths and weaknesses of team members and work with them to good effect</p> <p>Understand ambitions and manage expectations</p> <p>Use of a wide range of development tools</p>

Role definition

Summary of role	Manage all commercial aspects including the preparation and pricing of contracts, supporting the bid team and working with the design and delivery teams to ensure costs savings are successfully delivered.
Responsibilities and accountabilities	<p>Develop and agree a commercial strategy which achieves budget and maximises profitability</p> <p>Lead, manage and develop the wider commercial team</p> <p>Manage commercial risk and opportunity</p> <p>Ensure all commercial reporting procedures are adhered to</p> <p>Act as a single point of contact for all commercial, legal, financial and administrative issues with the customer, suppliers and subcontractors</p> <p>Partner with technical experts to provide regular commercial insight on the performance of supply chain organisations contracted to projects, enabling the project to make informed decisions about contract variation</p> <p>Manage the relationships with our customers' commercial teams to ensure a constructive relationship is maintained throughout the lifecycle of all projects</p> <p>Ensure commercial / contractual arrangements comply with all applicable legislative, regulatory and corporate standards</p> <p>Develop, implement and continually review procedure and practice to ensure the effective commercial management of contracts</p> <p>Assess compensation events, claims and disputes regarding the contracts</p> <p>Demonstrate leadership by developing a culture to minimise claims</p> <p>Ensure commercial risks are identified analysed and managed</p> <p>Ensure all commercial and procurement reporting procedures are adhered to</p> <p>Ensuring accurate forecast in place for the business area projects</p> <p>Accurate cost value reconciliations to be in place for all projects which are to be reviewed and interrogated monthly</p> <p>Develop, implement and manage project commercial strategies</p> <p>Manage a commercial team, ensuring best practice and lessons learnt are effectively communicated</p> <p>Closely liaise with the pre-contract teams to assist with work winning by inputting into tenders</p> <p>Support area director by assisting in leadership of the business area</p> <p>Ensure all tenders have a commercial strategy in place and that commercial protocol is adhered to</p> <p>Forecast and monitor the key performance indicators</p> <p>Communicate to senior management on business plan, current state and forecast position</p> <p>Identify risk and implement risk management system</p> <p>Review and interrogate forecasts and contract value reconciliations</p> <p>Personally keep abreast of changes in commercial legislation</p> <p>Appraise staff, set objectives, and identify training and development required</p> <p>Identify underperformance and deal with appropriately</p> <p>Recognise outstanding performance</p> <p>Understand the customer's objectives</p> <p>Ensure the customer's feedback and comments are acknowledged, prioritised and actioned</p> <p>Develop, improve and maintain customer relationships, as appropriate</p> <p>Negotiate pro-actively with the customer on contractual difficulties</p> <p>Embrace Morgan Sindall strategy on procurement</p> <p>Maintain awareness of potential loss-making packages and other problems</p> <p>Ensure a working environment exists which encourages teamwork</p> <p>Continually review the supply chains performance and share information</p> <p>Gain involvement with potential customers at pre-tender stage</p> <p>Attend senior team meetings and contribute effectively</p>
Qualifications, training and technical knowledge	<p>Member of the Royal Institution of Chartered Surveyors (RICS) or the Chartered Institution of Civil Engineering Surveyors (CIOB)</p> <p>Extensive knowledge and experience of the commercial management of high-</p>

	<p>value contracts</p> <p>The ability to manage high-value contractual disputes to successful conclusion</p> <p>Strong project management skills with experience in procurement, contract and financial management and familiar with civil engineering contracts, including forms of contract</p> <p>Ability to manage the commercial aspects of complex and long term contracts of significant value</p> <p>Significant ability in providing commercial expertise to technical specialists within a large scale project environment</p> <p>Significant experience managing supplier relationships nationally for projects on a similar scale</p> <p>Ability in developing and implementing commercial frameworks</p> <p>Technical understanding of the core phases of construction projects</p>
Attributes and skills	<p>Ability to work in a team environment contributing across a business unit or area</p> <p>Good management skills with the ability to motivate employees to achieve high standards of compliance</p> <p>Excellent organisational, planning and time management skills; able to manage projects simultaneously with compromising on standards and quality</p> <p>Sound knowledge of the construction industry</p> <p>Ability to ensure standards and specifications are met</p> <p>Ability to work with senior management to set project and operational targets</p> <p>Excellent negotiation and diplomacy skills and the ability to make a sound business case to senior stakeholders</p>