## Commercial Manager

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| **Generic title** | Senior Manager - 2 |
| **General Description** | People at this level will manage a function, a number of managers or an income stream.  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.  In commercial they will manage contracts and may lead on a framework, project, special works or design. |

## Competencies

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

## Role definition

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| **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** | Develop and agree a commercial strategy which achieves budget and maximises profitability  Lead, manage and develop the wider commercial team  Manage commercial risk and opportunity  Ensure all commercial reporting procedures are adhered to  Act as a single point of contact for all commercial, legal, financial and administrative issues with the customer, suppliers and subcontractors  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  Manage the relationships with our customers’ commercial teams to ensure a constructive relationship is maintained throughout the lifecycle of all projects  Ensure commercial / contractual arrangements comply with all applicable legislative, regulatory and corporate standards  Develop, implement and continually review procedure and practice to ensure the effective commercial management of contracts  Assess compensation events, claims and disputes regarding the contracts  Demonstrate leadership by developing a culture to minimise claims  Ensure commercial risks are identified analysed and managed  Ensure all commercial and procurement reporting procedures are adhered to  Ensuring accurate forecast in place for the business area projects  Accurate cost value reconciliations to be in place for all projects which are to be reviewed and interrogated monthly  Develop, implement and manage project commercial strategies  Manage a commercial team, ensuring best practice and lessons learnt are effectively communicated  Closely liaise with the pre-contract teams to assist with work winning by inputting into tenders  Support area director by assisting in leadership of the business area  Ensure all tenders have a commercial strategy in place and that commercial protocol is adhered to  Forecast and monitor the key performance indicators  Communicate to senior management on business plan, current state and forecast position  Identify risk and implement risk management system  Review and interrogate forecasts and contract value reconciliations  Personally keep abreast of changes in commercial legislation  Appraise staff, set objectives, and identify training and development required  Identify underperformance and deal with appropriately  Recognise outstanding performance  Understand the customer’s objectives  Ensure the customer’s feedback and comments are acknowledged, prioritised and actioned  Develop, improve and maintain customer relationships, as appropriate  Negotiate pro-actively with the customer on contractual difficulties  Embrace Morgan Sindall strategy on procurement  Maintain awareness of potential loss-making packages and other problems  Ensure a working environment exists which encourages teamwork  Continually review the supply chains performance and share information  Gain involvement with potential customers at pre-tender stage  Attend senior team meetings and contribute effectively |
| **Qualifications, training and technical knowledge** | Member of the Royal Institution of Chartered Surveyors (RICS) or the Chartered Institution of Civil Engineering Surveyors (CIOB)  Extensive knowledge and experience of the commercial management of high-value contracts  The ability to manage high-value contractual disputes to successful conclusion  Strong project management skills with experience in procurement, contract and financial management and familiar with civil engineering contracts, including forms of contract  Ability to manage the commercial aspects of complex and long term contracts of significant value  Significant ability in providing commercial expertise to technical specialists within a large scale project environment  Significant experience managing supplier relationships nationally for projects on a similar scale  Ability in developing and implementing commercial frameworks  Technical understanding of the core phases of construction projects |
| **Attributes and skills** | Ability to work in a team environment contributing across a business unit or area  Good management skills with the ability to motivate employees to achieve high standards of compliance  Excellent organisational, planning and time management skills; able to manage projects simultaneously with compromising on standards and quality  Sound knowledge of the construction industry  Ability to ensure standards and specifications are met  Ability to work with senior management to set project and operational targets  Excellent negotiation and diplomacy skills and the ability to make a sound business case to senior stakeholders |