## 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 pictureDrives wells to achieve consistent resultsDeliver a quality performance consistently  |
| **Analytical thinking and decision making**  | Considered analysis of all available data to arrive at viable optionsOrganising 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 situationsTake a pragmatic approach to changeConsiders impact of change on others as well as selfAbility to explain the effects to colleagues  |
| **Teamwork** | Develop inter-team collaboration inside and outside companyUnderstand the role of a team and how it delivers the objectivesCan 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 othersRemain 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 viewMake an objective and structured case with pros and consUnderstand the need to give and takeUnderstand and defend a position  |
| **People Development**  | Grow a team that is aligned with the business objectivesUnderstand the strengths and weaknesses of team members and work with them to good effectUnderstand ambitions and manage expectationsUse 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 profitabilityLead, manage and develop the wider commercial teamManage commercial risk and opportunityEnsure all commercial reporting procedures are adhered toAct as a single point of contact for all commercial, legal, financial and administrative issues with the customer, suppliers and subcontractorsPartner 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 variationManage the relationships with our customers’ commercial teams to ensure a constructive relationship is maintained throughout the lifecycle of all projectsEnsure commercial / contractual arrangements comply with all applicable legislative, regulatory and corporate standardsDevelop, implement and continually review procedure and practice to ensure the effective commercial management of contractsAssess compensation events, claims and disputes regarding the contractsDemonstrate leadership by developing a culture to minimise claimsEnsure commercial risks are identified analysed and managedEnsure all commercial and procurement reporting procedures are adhered toEnsuring accurate forecast in place for the business area projectsAccurate cost value reconciliations to be in place for all projects which are to be reviewed and interrogated monthlyDevelop, implement and manage project commercial strategiesManage a commercial team, ensuring best practice and lessons learnt are effectively communicatedClosely liaise with the pre-contract teams to assist with work winning by inputting into tendersSupport area director by assisting in leadership of the business areaEnsure all tenders have a commercial strategy in place and that commercial protocol is adhered toForecast and monitor the key performance indicatorsCommunicate to senior management on business plan, current state and forecast positionIdentify risk and implement risk management systemReview and interrogate forecasts and contract value reconciliationsPersonally keep abreast of changes in commercial legislationAppraise staff, set objectives, and identify training and development requiredIdentify underperformance and deal with appropriatelyRecognise outstanding performanceUnderstand the customer’s objectivesEnsure the customer’s feedback and comments are acknowledged, prioritised and actionedDevelop, improve and maintain customer relationships, as appropriateNegotiate pro-actively with the customer on contractual difficultiesEmbrace Morgan Sindall strategy on procurementMaintain awareness of potential loss-making packages and other problemsEnsure a working environment exists which encourages teamworkContinually review the supply chains performance and share informationGain involvement with potential customers at pre-tender stageAttend 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 contractsThe ability to manage high-value contractual disputes to successful conclusionStrong project management skills with experience in procurement, contract and financial management and familiar with civil engineering contracts, including forms of contractAbility to manage the commercial aspects of complex and long term contracts of significant valueSignificant ability in providing commercial expertise to technical specialists within a large scale project environmentSignificant experience managing supplier relationships nationally for projects on a similar scaleAbility in developing and implementing commercial frameworksTechnical understanding of the core phases of construction projects |
| **Attributes and skills**  | Ability to work in a team environment contributing across a business unit or areaGood 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 qualitySound knowledge of the construction industryAbility to ensure standards and specifications are metAbility to work with senior management to set project and operational targetsExcellent negotiation and diplomacy skills and the ability to make a sound business case to senior stakeholders  |