

**Job Title:** Commercial Manager

**Reporting To:** Head of Commercial

**Purpose:** To manage and / or support Commercial Teams, providing guidance and support on all reactive / RM contracts / schemes / work packages. Ensure that the commercial control, reporting and management on contract activities from award up to final account is of the required standard.

## Value

### KPIs

<ul style="list-style-type: none"> <li>Management of the project reporting process and ensure accuracy and integrity of the trading results and forecasts. Reviewing accuracy and integrity of CVR's from a regional and/ or functional expertise viewpoint.</li> </ul>	<i>Month end completed accurately and in line with reporting timetable.</i>
<ul style="list-style-type: none"> <li>Ensure commercial opportunities are optimised and the company's position is always suitably protected.</li> </ul>	
<ul style="list-style-type: none"> <li>Review and provide input into the Project Commercial Register.</li> </ul>	
<ul style="list-style-type: none"> <li>Effective commercial control of all allocated projects / activities and that all documents relating to the Reporting Timetable are in place and robust.</li> </ul>	<i>Monthly CVR's, Forecasts and CID documents in place and robust.</i>
<ul style="list-style-type: none"> <li>Support the Head of Commercial in effective cash management including timely application / certification / invoicing / payment / receipts and careful administration of subcontract accounts.</li> </ul>	<i>Undervalue and debt meet or exceed Business Objective target.</i>
<ul style="list-style-type: none"> <li>Keep the Head of Commercial/ Director of Operations apprised of any significant commercial threats or risks to projects.</li> </ul>	
<ul style="list-style-type: none"> <li>Ensuring that payments and notices are effected in accordance with the subcontract and Construction Act.</li> </ul>	<i>All subcontractors paid fairly in line with their subcontract and all notices issued in time.</i>
<ul style="list-style-type: none"> <li>Working with the Procurement Team ensure that the procurement of sub-trades and suppliers is undertaken in a timely and cost effective manner ensuring that the packages are robust with buying gains optimised.</li> </ul>	<i>Orders issued prior to works taking place and in line with procurement schedule and buying targets.</i>
Support the bid and business development processes through liaison with the relevant teams and personnel, co-ordinating and providing constructive commercial input.	

## Role Description

<ul style="list-style-type: none"> <li>• Provide input to ensure the effective commercial management of contracts to maximise gross margin.</li> </ul>	<p><i>Gross margin meets or exceeds budget.</i></p> <p><i>Payment received in line with contract conditions.</i></p>
<ul style="list-style-type: none"> <li>• Lead on effective risk management to protect the reputation of the business.</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure that cash flow forecasts are accurate and are optimised where possible.</li> </ul>	

## Right First Time

### KPIs

<ul style="list-style-type: none"> <li>• Assist in the vetting of contractual documentation to ensure that post-contract arrangements concur with the basis of the bid.</li> </ul>	<p><i>Contract docs assessed in line with timescales as advised by Bid Team or Commercial Manager.</i></p> <p><i>Subcontract orders issued for authorisation free of errors, omissions or inconsistencies.</i></p>
<ul style="list-style-type: none"> <li>• With regard to subcontract administration: In conjunction with the Procurement team, ensure order documents are appropriate and robust; payment notices issued in line with contract; disputes are avoided but appropriately managed where unavoidable.</li> </ul>	
<ul style="list-style-type: none"> <li>• Support the Commercial Manager / Operations Director all times in the effective application of the Commercial Management Rules and company policies.</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure contract KPI's are incorporated into any subcontract orders.</li> </ul>	<p><i>Contract KPI's reported to client are accurate.</i></p> <p><i>CID document in place, improvements identified and progress measured.</i></p>
<ul style="list-style-type: none"> <li>• Understand the requirements of the relevant elements of contracts and ensure we are working to the agreed contract terms.</li> </ul>	
<ul style="list-style-type: none"> <li>• Consistent review of cost, risk and partnership improvement plans.</li> </ul>	<p><i>CVR's ready for review free of errors or inconsistencies in line with reporting timetable.</i></p> <p>.</p>
<ul style="list-style-type: none"> <li>• Input into and challenge of the month end CVR reports to ensure accuracy.</li> </ul>	
<ul style="list-style-type: none"> <li>• Implement all our policies, company and industry standards and initiatives and manage contractual compliance across all projects.</li> </ul>	

## Role Description

### Customer Recommended

#### KPIs

<ul style="list-style-type: none"> <li>Ensure the cultivation of effective long term trading relationships with external partners.</li> </ul>	<p><i>Client satisfied with commercial function and levels of information they are being provided.</i></p> <p><i>Matters referred to dispute resolution managed effectively, both from a commercial and relationship viewpoint.</i></p>
<ul style="list-style-type: none"> <li>Form and develop effective relationships with the client, PQS and any design team members where applicable at all times promoting dispute avoidance.</li> </ul>	
<ul style="list-style-type: none"> <li>Form and develop effective relationships with the supply chain at all times promoting dispute avoidance.</li> </ul>	
<ul style="list-style-type: none"> <li>Network via regular meetings and on-going contact with key client, subcontract and supplier members where applicable.</li> </ul>	
<ul style="list-style-type: none"> <li>Support the Commercial team to keep the client informed of any variations to their budget and manage their expectations effectively at all times.</li> </ul>	
<ul style="list-style-type: none"> <li>Effective interaction with other members of the project team promoting the commercial perspective.</li> </ul>	

### People Promise

#### KPIs

<ul style="list-style-type: none"> <li>Participate in the monthly Regional Review Meeting.</li> </ul>	
<ul style="list-style-type: none"> <li>Be a champion for our 'Peoples Promise' recognising the efforts and achievements of other team members.</li> </ul>	
<ul style="list-style-type: none"> <li>Actively participate where possible in the 'Perfect Delivery' programme and support improvement programmes to promote employee engagement.</li> </ul>	
<ul style="list-style-type: none"> <li>Collaborate with other members of the commercial team and colleagues in the business to develop best practise.</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure Senior Quantity Surveyors / Quantity Surveyors are clear in their roles and responsibilities.</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure that where applicable Personal Development Reviews (PDR's) are carried out in an effective and timely manner.</li> </ul>	

## Safe

## KPIs

<ul style="list-style-type: none"> <li>Evidence a suitable knowledge of and ensure compliance with Morgan Sindall Property Services policies and procedures in respect of Health, Safety, iMS, I.T. and Human Resources.</li> </ul>	Ensure documents in place for cross-regional Commercial Audits.
<ul style="list-style-type: none"> <li>Evidence a suitable knowledge of and ensure conformity with Statutory Compliance e.g. The Housing Grants, Construction and Regeneration Act.</li> </ul>	Ensure documents in place for ISO audits relating to quality systems.
<ul style="list-style-type: none"> <li>Ensure that all orders, both Subcontract and supplier are placed in accordance with company policy.</li> </ul>	Ensure subcontract documentation is in place for Project H&S audits.

## Technical Skills and Knowledge

Safe

People Promise

Right First Time

Value

Recommended

	Basic	Intermediate	Advanced
Form and develop relationships with clients.			
Form and develop relationships with supply chain.			
Recruitment, training, development and management of commercial teams.			
Knowledge and protection of contractual position.			
Commercial skills to maximise value recovery, ensure cost control and cash management.			
Knowledge and understanding of measurement and valuation.			
Knowledge and understanding of budgets and forecast management.			
Preparation and understanding of CVR's and supplementary financial reports.			
Knowledge and understanding of final accounts.			
Knowledge and understanding of subcontract orders and buying.			
Qualified QS with at least 5 years post qualification experience			

IT systems and packages			
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The below table is the specification for each competency demonstrating the level requirements for the Commercial Manager role. For clarity please refer to the Commercial Training Framework (issued separately).

Item	Competency	
1	Conduct rules, ethics and professional practice	3
2	Client Care	3
3	Communication and negotiation	3
4	Health and safety	3
5	Accounting principles and procedures	3
6	Business planning	3
7	Conflict avoidance, management and dispute resolution	2
8	Data management	3
9	Sustainability	3
10	Teamworking	3
11	Commercial management of Construction	3
12	Contract Practice	3
13	Procurement and tendering	3
14	Project financial control and reporting	3
15	Quantification and costings of construction works	3