

## ROLE PROFILE

### JOB TITLE: Commercial Manager

#### ROLE PURPOSE:

The purpose of the role is to support and lead the senior team in the management of contracts, procurement activities and in maintaining relationships with customers.

#### GENERIC ACCOUNTABILITIES

1. Lead the service area to deliver operating plans and contractual arrangements, focusing on the needs of defined Hoople Customers.
2. Plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required.
3. Co-ordinate and integrate Hoople resources to deliver both routine operations and to manage complex business issues and risks to meet agreed service standards.
4. Identify customer requirements to inform service specifications and the delivery of customer focused outcomes.
5. Act as a technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area.
6. Identifying better ways of doing things and make recommendations for wider improvements to policies, systems, practices and procedures.
7. Participate effectively and contribute to Hoople-wide programmes to help deliver change management and service improvements.
8. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance.
9. Establish and maintain good working relationships with internal colleagues, and represent the Company on appropriate forums where required.
10. Understand and meet all required legislation and governance to deliver the required standards.
11. Responsible for ensuring that chargeable and change work is appropriately identified, approved and managed to maximise income recovery.
12. Identify operational risks as appropriate and take action as necessary to ensure risks are managed appropriately.
13. Instill a strong positive performance culture where team and individual objectives relate to Hoople's strategic objectives and customer priorities, and implement a performance reporting regime that provides an indication of performance levels and the effectiveness of continuous service improvement activities.
14. Facilitate a programme of continuous service improvement through the on-going development of people, processes and technology, optimise existing end to end processes.

#### GENERIC SKILLS, KNOWLEDGE & EXPERIENCE

1. Substantial experience of managing small teams, budgets and service areas to successfully meet challenging performance expectations of customers.
2. Qualified in area of professional specialism at degree level or equivalent.
3. Track record of delivering effective service delivery in a customer-focussed environment.
4. Experience of service and quality improvement methods and their implementation.
5. Ability to identify and analyze trends and implement new ways of working.
6. Experience of developing and maintaining constructive relationships with customers in a partnership environment, including working knowledge of partnering/ contract management.
7. Evidence of influencing through facts, the motivation and behaviour of people both internally and externally.
8. Ability to analyze performance information and take appropriate action.
9. Professional experience in a relevant technical area, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification to Qualifications & Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both.

#### ROLE SPECIFIC SKILLS, KNOWLEDGE & EXPERIENCE

1. Ability to work across service lines and with colleagues of all levels.
2. Educated to degree level or equivalent. CIPS Level 6 or actively studying towards CIPS Level 6 is desirable.
3. Evidence of continuing professional development.
4. Excellent people management skills, including ability to accurately assess the potential of individuals, delegate appropriately and effectively.
5. Approachable personality and proven leadership skills with the ability to manage and motivate staff ranging from operational support professionals to senior technical staff.
6. Ability to maintain objectivity and good decision making under pressure.
7. Experienced in using and interpreting complex and varied information to fully understand procurement documents (for bids and tenders) as well as contracts to ensure Hoople and its customers get the best possible value when procuring new contracts and renewing existing ones.

<p><b>ROLE SPECIFIC ACCOUNTABILITIES</b></p> <ol style="list-style-type: none"> <li>1. Manages the portfolio of IT third party contracts on behalf of Hoople and its customers, ensuring that all opportunities are taken to renegotiate, consolidate and reduce contract values.</li> <li>2. Acts as the point of escalation for the IT Contracts and Commercial service and its customers, maintain and apply up-to-date knowledge of functional area.</li> <li>3. Accountable for ensuring contractual SLAs support performance management across the full range of Hoople services.</li> <li>4. Manage the quotation and invoicing processes across the IT team to meet identified customer needs.</li> <li>5. Ensures that processes are integrated across Hoople and where necessary/possible align them with those of the clients.</li> <li>6. Offer Hoople's customers a strategic overview of their contractual 'landscape' and work closely with them to ensure they are fully sighted on upcoming renewals and required tenders.</li> <li>7. Work with the team to streamline and automate the contracts database (work with peers to identify ways of integrating into other systems where applicable) to give Hoople a holistic view of its customers' contractual commitments and any associated risks.</li> <li>8. Identify customer requirements to inform service specifications and the delivery of locality-based customer focused outcomes.</li> <li>9. Provide commercial, strategic procurement advice and guidance at a high level in accordance with strategic procurement direction and Contract Procedure Rules, and statutory requirements including legal regulations.</li> <li>10. Establish and maintain good working relationships with internal colleagues, and represent Hoople on appropriate forums where required.</li> </ol>	<ol style="list-style-type: none"> <li>8. Understanding of how to minimise operational and service-related risks.</li> <li>9. Experience of partnering/ contract management.</li> <li>10. Ability to quickly digest complex information with a view to delivering quality decisions within short timeframes..</li> </ol>
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