

**Head of Commercial Services**

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| **Job Title:** | Head of Commercial Services  | **Date:** | December 2018 |
| **Reporting Line:** | Executive Director Waste & Resources  | **Salary:** | Circa £55 - £60k |
| **Team:** | Waste and Resources | **Business Area:** | Waste and Resources |

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| JOB PURPOSE |
| Reporting directly to the GMCA’s Executive Director of Waste & Resources, you will manage commercial risks relating to both capital projects and service provision, ensuring that contractual arrangements deliver on commitments, provide excellent value for money for the residents of Greater Manchester and are managed effectively. |

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| **KEY RELATIONSHIPS** |
| * Officers and Staff of the Authority
* Other local authorities’ officers, staff, stakeholders, Members, Partners.
* Government bodies e.g. DEFRA, and waste management service providers with whom the Authority has dealings
* Voluntary and third party organisations
* Contractors
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| **KEY RESPONSIBILITIES**  |
| * Provide advice to the Executive Director and other members of the management team on commercial agreements and governance & policy matters.
* Identify and have oversight on the key commercial issues, implications, dependencies, enabling requirements, risk management and develop strategies to manage these.
* Provide commercial leadership in matters relating to contracting and outsourcing.
* Identify and optimise commercial opportunities and mitigate risk.
* Embed learning and development solutions to drive commercial capability and awareness across the team and the wider organisation.
* Formulate and deliver commercial strategies which align with corporate objectives.
* Develop a shared-value approach and deliver outcomes with the Authority’s customers and stakeholders in a way which creates value for the organisation.
* Assume responsibility and take other initiatives as required, including in problem situations as required to maintain the Authority’s reputation and secure its commercial position.
* Lead the identification and optimisation of commercial opportunities and mitigation of commercial exposure across the organisation, specifically in relation to contracted services, assets and insurance matters.
* Lead the development and implementation of appropriate controls, treatments and active management for commercial risks and associated issues in the near and long-term.
* Deliver a holistic approach to the commercial optimisation of all contract services across the organisation.
* Pursue the maximisation of revenue generation of existing and future contracting arrangements.
* As a member of the Management Team, work with the Executive Director to continue to set the framework, standards and governance for commercial contracting, due diligence, negotiation and contractual disputes.
* Lead and deliver the formulation and submission of required business cases or reports for growth or mitigation strategies supported by detailed business analysis.
* Lead the development and execution of commercial controls and procedures across the organisation providing commercial expertise to colleagues, stakeholders and Partners.
* Responsible for assessing, reporting, sharing and embedding lessons learned from commercial issues across the organisation.
* Provide market intelligence expertise by understanding sectorial, industry and market dynamics by building strong external relationships with corporates, industry bodies and government.
* Lead market testing, benchmarking and market awareness analysis.
* Lead the identification and fostering of innovation programmes aligned with the organisations strategy working with start-ups, SME’s, corporates, universities and NGO’s.
* Engage and develop strong relationships with other combined authority/city regions and government organisations at a senior level to develop market awareness and best commercial practice.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge** * Knowledge of commercial, financial and legal processes
* Knowledge of various contracting models
* Knowledge of high value service delivery in public/private partnerships
* Knowledge of Local Government governance and environment

**Experience*** Senior PM, commercial, finance or contract management in commercial contracting environment
* Influencing internal and external senior stakeholder
* Demonstrate leadership
* Delivering and influencing at an executive-level
* Negotiation

**Skills** * Strong influencer
* Think both strategically and critically
* Strong team player
* Ability to get things done
* Ability to develop business relationships
* Excellent commercial awareness to identify opportunities and risks
* Ability to communicate

**Behaviours** * Able to demonstrate discretion and maintain confidentiality
* Flexible, innovative and persuasive approach
* Ability to develop and maintain positive and collaborative working relationships across the organisation and externally
* Ability to problem solve and have a solution focused approach
* Ability to inspire confidence and lead teams in times of change

**Qualifications** * Project management/Finance/Business related degree or equivalent vocational experience

**Management Role*** To manage, motivate, coach and develop staff within the team to ensure personal and professional development and put in place effective communications channels to keep staff informed.
* Where external services/associates are commissioned ensure they are monitored throughout the contract period to ensure they meet the specified standards/costs, with prompt corrective action being taken as appropriate.
* Identify opportunities for external resources/funding to increase the organisation’s capacity.

**Corporate Commitments** * Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, color, nationality, ethnic origin or disability.
* Records Management/ Data Protection - As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.
* Confidentiality and Information Security - As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.
* Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.
* To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.
* Health and Safety - all employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the organisations undertakings.
* All GMCA employees must observe and adhere to the provisions outlined in the health & safety Policies.
* Equal Opportunities - GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.
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