Department	Commercial & Digital
Grade	MG2
Reports to	Commercial Growth Lead – Ancillary Revenue
Location	Four More London (4ML), with agile working options

Our Purpose

Working together to secure a thriving future for the railway and for the communities we serve

Your Role: Commercial Growth Manager - Ancillary Revenue

Your Purpose:

As our Commercial Growth Manager in our Ancillary Revenue team, you will grow the income we earn beyond ticket sales, from car parking and advertising to retail tenancies and the wider estate. You will manage our ancillary revenue contracts and make sure our suppliers deliver on their targets and commitments.

You will find new opportunities; protect the income we already have and keep our contracts well governed and compliant. Working closely with colleagues, suppliers and Network Rail, you will use data and strong relationships to unlock lasting revenue growth.

Your talents

- ✓ **You think like an entrepreneur** You will manage our ancillary businesses to drive growth and deliver against ambitious revenue targets
- ✓ **You make suppliers deliver** You hold suppliers to account and make sure we get the value we pay for
- ✓ **You steer contracts from start to finish** Confident with mobilisation, governance, change, renewal and exit
- ✓ **You turn data into insight** You use KPIs and performance data to fix issues and find opportunities
- ✓ **You make the numbers work** You scrutinise invoices, challenge assumptions and secure value for money
- ✓ **You keep us compliant** You understand governance, procurement and managing commercial risk
- ✓ **You spot opportunities others miss** You negotiate change, protect income and bring fresh ideas
- ✓ **You build strong partnerships** You create trust and work together to secure good commercial outcomes
- ✓ **You give leaders confidence to decide** You turn complex information into clear reports and business cases
- ✓ **You bring extra know-how** Knowledge of the UK rail sector, or a qualification in business, accounting or marketing (Desirable)



Your Responsibilities & Accountabilities

- ✓ Develop and deliver the Ancillary Revenue Strategy, aligned to our annual Delivery Plan, to grow non-fare revenue and reduce net subsidy
- ✓ Grow revenue across car parks, advertising, retail tenancies and other ancillary income streams
- ✓ Identify and implement new revenue initiatives, with strong business cases to support investment
- ✓ Manage our ancillary revenue contracts to maximise value, reduce revenue leakage and keep services running
- ✓ Lead supplier performance management, including reviews, targets, negotiations and continuous improvement
- ✓ Advise on tender evaluations, contract awards, contract changes and disputes
- ✓ Oversee invoicing, forecasting, financial reporting and performance analysis across the portfolio
- ✓ Manage commercial, financial, legal, operational and reputational risks, with the right governance and escalation
- ✓ Make sure suppliers meet required standards and work safely on Southeastern sites
- ✓ Track market trends, customer needs and best practice to find new opportunities
- ✓ Work with Network Rail, including on station parking for its staff and contractors
- ✓ Build strong relationships across operational, property, finance, procurement, marketing, sustainability and community rail teams

What we trust you to do – (Authority to Act)

- ✓ Influence income from ancillary revenue streams across a £30m portfolio
- ✓ Help shape pricing, commercial terms and contract negotiations with third parties
- ✓ Recommend and implement contract changes and supplier actions
- ✓ Identify business cases for investment in new initiatives
- ✓ Prioritise resources across competing stakeholder demands

Our ways of working

- ✓ **We think what if**
  Listen, Learn, Improve
- ✓ **We show we care**
  We look out for people. We do what we can to help.
- ✓ **We make great things happen**
  Keep it simple



