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| Department | Fleet Commercials |
| Grade | MG2 |
| Reports to | Head of Fleet Commercials |
| Location | Four More London (4ML) |

Our Purpose

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

Your Role: Fleet Commercial Manager

Your Purpose

This role plays a key part in supporting the South Eastern Railway’s operational performance, commercial growth, and supplier accountability, and is responsible for ensuring full compliance with contract terms, managing warranty arrangements with suppliers, and identifying and delivering commercial opportunities through engineering sales contracts with third-party customers.

You’ll lead the day-to-day management and implementation of Southeastern’s engineering contracts, ensuring the effective delivery of both planned and unplanned maintenance services for our rolling stock.

Your Talents

* **You know your contracts –** You have good experience/qualifications in supply chain management and commercial contracts.
* **You’ve got rail smarts** – Experience in a train operating company or engineering know-how? Even better.
* **You’re commercially sharp** – You spot opportunities, understand the numbers, and know how to make contracts work best.
* **You’re a communicator and collaborator** – Whether it’s reporting to senior leaders or working with suppliers, you build strong relationships and work well with others.
* **You think in data** – Analytical by nature, you get to the root of issues and bring clarity through insight.
* **You’re organised and on it** – Detail matters to you, and you’ve got the focus to keep things on track.

Your Responsibilities & Accountabilities

* Manage the day-to-day execution of engineering contracts, ensuring terms are applied, claims are settled promptly, and South Eastern Railway’s commercial interests are protected.
* Chair monthly “Excluded Damage” reviews with suppliers, tackling damage and vandalism costs head-on and resolving conflicts in South Eastern Railway’s best interest.
* Own the end-to-end warranty process, from managing claims and investigations to analysing trends and driving product reliability and cost recovery.
* Raise and manage Purchase and Sales Orders, track recoverable costs, and ensure financial exposure is minimised through smart contract and warranty management.
* Identify and support third-party engineering sales, working with Finance & Contracts to price and deliver commercial wins.
* Work cross-functionally to develop processes, support engineering assurance, and contribute to new contract development and variations.
* As part of the on-call roster, you step in as Fleet Recovery Engineer when needed, ensuring operational continuity and rapid response.

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

* Negotiating, accepting and rejecting (i) Warranty Outcome Reports and (ii) claims for variable costs (e.g. Damage & Vandalism) with resulting financial implications.
* Negotiating commercial outcome of retro works tasks.

The way we work (our ways of working)

* **We think what if**

We see something we could do better.
We get involved.

* **We show we care**

We look out for people. We do what we can to help.

* **We make great things happen**

We take on a task. We get it done.

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| Date created | 28/07/2025 |
| Approved by | Dev Sumboo, Head of Fleet Commercials |