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| A | **Post Details** | | | | | | | | | | | | | | | |
|  | Job Title: | Major Contracts Commercial Manager | | | | | Function: | | | | Engineering | | | | | |
|  | Location: | 4 More London | | | | | Unique Post Number: | | | |  | | | | | |
|  | Reports To: | Head of Major Contracts | | | | | Grade: | | | | MG1 | | | | | |
| B | **Purpose of the Job** | | | | | | | | | | | | | | | |
|  | Provide commercial support for the Major Contracts team, including Stations, Depots and Track Access, Franchise Management liaison and Rolling Stock Contracts, ensuring that all tasks and inputs from the Major Contracts Team relating to the delivery of Major Projects and Committed Obligations are tracked and delivered in a timely manner.  Verifying all charges for Track Access (including EC4T) are being correctly billed and paid through timely reconciliation and verification of charges and performance regimes on a periodic basis, including for planned and unplanned disruption, through the running of business reports and undertaking of checks to ensure data behind the income received or paid is error free.  Maximising recovery of loss through Track Access claims by gathering evidence of loss and expense for all contractual claims the business pursues against Network Rail and HS1. Success will be the efficient and effective management of evidence gathering, submission and negotiation with our commercial partners to fully recover Southeastern’s costs, losses and expenses.  Providing support with the services contract to the Major Contracts team and liaison with the Franchise Compliance Manager | | | | | | | | | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | | | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13 | Manage the periodic recovery of Schedule 4 (planned disruption) and Schedule 8 (unplanned disruption) compensation by the running of internal system checks, querying discrepancies in billing and escalating appropriately with internal and external stakeholders to ensure accuracy of payments.  Manage the verification of EC4T and Variable Track Access charges every period, including the running of internal system checks, querying discrepancies in billing and escalating appropriately to ensure accuracy of payments.  Processing of all invoices and credit notes for Track, Station and Depot Access charges, including the management of the Oracle Purchase Order system.  Compilation of QX costs, working with the Finance Business Partners for the Station Access Contracts, for review by the Stations & Depots Access Contracts Manager.  Maximising income from Track Access claims through gathering evidence, raising claims and negotiating a successful outcome in a timely manner, working closely with the relevant Contract Managers within the Major Contracts team and wider business.  Understand the claim particulars, seek to define the third-party liability and gather evidence of costs and losses.  Liaise with Southeastern managers to maximise claims and minimise losses by obtaining strong evidence, escalating non-compliance where appropriate.  Understand the evidence and clearly articulate it to Southeastern senior managers for their input and sign off prior to making a claim.  Manage clarification questions received in a structured manner; holding Southeastern managers to account for information required to enable the claim to be closed out.  Brief Finance Business Partners on claim values for accrual purposes should they fluctuate, communicate progress to Network Rail Level 2 meetings for onward presentation at Network Rail Level 1 meetings by the Stations & Depots Access Contracts Manager and Track Access & HS1 Contracts Manager.  Manage and log all intent to claim correspondence and evidence in a structured format.  Support the Head of Major Contracts as directed and assist the wider Major Contracts team as required. | | | | | | | | | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | | | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | | | | | | | Yes |  | | No | | **🗸** |
| D2 | This is a KEY SAFETY POST or nominated deputy | | | | | | | | | | Yes |  | | No | | **🗸** |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | | | | | | | | | | Yes |  | | No | | **🗸** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | | | | | | | Yes |  | | No | | **🗸** |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | | | | | | | Yes |  | | No | | **🗸** |
|  |  | | | | | | | | | | | | | | | |
| D6 | The post holder has the following specific safety responsibilities: N/A | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | |
| E | **Decision making Authority** | | | | | | | | | | | | | | | |
| E1  E2 | Implementation of contractual rights and obligations in accordance with the terms of the relevant contracts.  Pursue contractual claims in line with the direction from Southeastern’s Executive and managers. | | | | | | | | | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | | | | | | | | | |
| F1  F2  F3  F4 | Analysing and assimilating claim evidence into a format for external consumption.  Challenging Southeastern managers to provide evidence in a timely manner and clear format, escalating where appropriate.  Understanding the complexities of Southeastern’s Access Contracts and identifying discrepancies in billing and managing timely resolutions within contract timescales.  Understanding and articulating TOC specific claim line items such as revenue loss and Track Access Charges. | | | | | | | | | | | | | | | |
| G | **Person Specification** | | | | | | | | | | | | | | | |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values and behaviours in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are:We care passionately about our people and passengers  * + we put ourselves in our passengers’ shoes to do what’s right for them   + we support our colleagues to be, feel and do their best   + we love the places we serve and do our bit for our communities and environment  We aim to be the best  * + we move with pace, we’re agile and learn from everything   + we relentlessly strive to be the best   + we are professionals with personalities  We make the difference together  * + we are answerable to each other and our passengers   + we trust each other and do what we say we will   + we are stronger together than we are as individuals   We also have identified behaviours required to be successful in leading Southeastern.  The Leading Southeastern framework details **how** we should be behaving in order to drive up performance to deliver **85 by 18**.  All shortlisted candidates seeking promotion will be assessed against this framework.  The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) : | | | | | | | | | | | | | | | |
| G1 | Experience, Knowledge & Qualifications (including any specific safety training requirements) Educated to degree standard or equivalent level of experience.  Experience of contracts, dispute mechanisms and billing procedures.  Advanced user of Excel for data management.  Production of business reports and briefing documents.  Awareness of railway industry contracts and relationships. | | | | | | | | | | | | | | | |
| G2 | Skills (including any specific safety critical competencies) Analysis of information and ability to condense into a format for a non-technical audience.  Verbal briefing of senior decision makers.  Working to tight deadlines.  Working with financial figures and data. | | | | | | | | | | | | | | | |
| G3 | Behaviours Professionalism – Aims to be the best they can be through their attitude & respect for others, customer focussed, delivery focussed and having a “can do” approach.  Honesty & Integrity – Is transparent and honest taking full responsibility for actions. Demonstrates confidence and courage, dealing effectively with difficult situations.  Team work, Sharing and Supportive – Aligns with others to deliver common goals. Shares ideas and information in a collaborative manner. Supports colleagues and works effectively and effectively with others.  Adding Value – Demonstrates readiness to make decisions, take initiatives and drive action, contributing to a culture of continuous business improvement.  Empathetic – Is empathetic to the needs of colleagues, earning their trust and respect.  Taking a Broader view - Champions change and considers the long-term impact of decisions across the business.  Flexibility – successfully adapts to changing demands, conditions and scenarios, and enacts decisions reached even if not their own. | | | | | | | | | | | | | | | |
| H | **Dimensions of role** | | | | | | | | | | | | | | | |
| H1 | Financial – Direct: | | | | | c. £ 320m pa Track Access Contracts | | | | | | | | | | |
| H2 | Financial – Other: | | | | | Checking of access charge billing and management of claims process  Processing and tracking of invoices relating to all Access Contracts via Oracle | | | | | | | | | | |
| H3 | Staff Responsibilities – Direct: | | | | | None | | | | | | | | | | |
| H4 | Staff Responsibilities – Other: | | | | | Liaising with the wider team and Southeastern Managers | | | | | | | | | | |
| H5 | Any Other Statistical Data: | | | | | Assimilation of data to support billing checks and claims  Compilation of QX costs as per the Station Access Contracts, for review and sign off by the Stations & Depots Access Contracts Manager | | | | | | | | | | |
| I | **Acknowledgement** | | | | | | | | | | | | | | | |
| I1 | Prepared By: | | | Steve White | | | | | Date: | May 2021 | | | | | | |
| I2 | Approved By (Head of Department): | | | Mark Johnson | | | | | Date: | May 2021 | | | | | | |
| **J** | **Job Description Briefing** | | | | | | | | | | | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | | | | | | | | | | | |
|  | Name of post holder: | |  | | Signature: | | |  | | | | | Date: | |  | |
|  | Name of briefing manager: | |  | | Signature: | | |  | | | | | Date: | |  | |
| **K** | **Nominated Deputy for Safety requirements** | | | | | | | | | | | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | | | | | | | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | | | | | | | | | | | |
|  | Name of nominated deputy: | |  | | Signature: | | |  | | | | | Date: | |  | |
|  | Name of briefing manager: | |  | | Signature: | | |  | | | | | Date: | |  | |