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| A | **Post Details** | | | | | | | | |
|  | Job Title: Commercial Manager (FTC) |  | Function: Finance & Contracts | | | | |  | |
|  | Location: Head Office, London Bridge + regular travel across network |  | Unique Post Number: TBC | | | | |  | |
|  | Reports To: Project Lead |  | Grade: MG2 | | | | |  | |
| B | **Purpose of the Job**  Southeastern are planning to undertake a procurement and commercial project to deliver improved value and commercial performance via the delivery of new contracts/tenders, supplier renegotiation and implementation of new departmental strategies.  The purpose of this role is to provide support to the Project Lead in identifying commercial opportunities to maximise income, improve the customer experience and making operations for efficient. This will involve input into the creation of commercial strategies, working with stakeholders and suppliers to deliver short term change, trialling new innovations and taking ownership for specific elements of the project.  The role will be integral in acting as a commercial “project manager” in delivering change and working closely with both the contract manager, operational stakeholders and the Project Lead. The role will require commercial creativity and imagination to promote innovations to move the business forward on this important step change. | | | | | | | | |
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| C | **Principal Accountabilities** | | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11 | Responsible for assisting in defining specifications and service levels to meet business needs over the next 2-5 years.  Assisting in negotiating, evaluating proposals and managing contract delivery/implementation of agreements ranging between £500k to £20m.  Managing of project activities, progress and deliverables to contribute towards short- and long-term success.  Measurement of KPIs, customer satisfaction and revenue information to ascertain outcomes of trials and input into business cases for investments.  To work with contract managers to develop operational strategies and specifications.  Effectively communicating and engaging stakeholders throughout the project.  Liaising with local site managers and contract managers to effectively deliver on-site activities and ensuring the required documentation is addressed to ensure contractual and safety compliance.  Undertaking market research and developing new or existing suppliers to better meet the operational needs of the business.  Liaising with Finance Business Partners to ascertain project budgets and authorisations for new contracts.  Ensuring that all contracts which involve supplier’s working on Southeastern sites have appropriate contractual health and safety documentation.  Chairing/attending internal and external meetings. | | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | Yes |  | No | x | |
| D2 | This is a KEY SAFETY POST or nominated deputy | | | Yes |  | No | x | |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | | | Yes |  | No | x | |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | Yes |  | No | x | |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | Yes |  | No | x | |
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| D6 | The post holder has no specific safety responsibilities. | | | | | | | |
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| E | **Decision making Authority** | | | | | | | |
| E1  E2 | Recommending commercial opportunities and operational/commercial improvements to the Project Lead  Negotiating with suppliers on behalf of Southeastern and managing commercials. | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1  F2  F3 | Driving revenue generation and trialling new innovations while maintaining operational safety and customer satisfaction.  Simultaneously managing multiple stakeholders to align and delivery objectives.  Operating over a wide geographic area with the need to visit and arrange meetings on site. | | | | | | | |
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| 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 areWe 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.  We also require more than competent performance against our Leadership & Management Competency 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)  * Relevant degree, professional or project management qualification (desirable). * Either having undertaken a graduate scheme or has a minimum of three years of working in a commercial or project environment * Direct experience in drafting or managing SLAs / supplier contracts. * Good understanding of contractual documentation and governance/safety requirements. * Excellent stakeholder management skills and experience. * Proficient experience in producing project reports (or similar). * Awareness of relevant consumer market, business intelligence and market innovations. | | | | | | | |
| G2 | Skills (including any specific safety critical competencies)  * Self-starter with ability to quickly build relationships with a wide range of stakeholders. * Willing to work autonomously and travel to a variety of locations. * Proven influencing and problem-solving skills. * Problem solving and creativity. * Good IT skills including use of Microsoft suite (Excel, Word & Powerpoint). * Well-developed report writing skills. | | | | | | | |
| G3 | Behaviours Professionalism  Honesty and Integrity – is transparent and honest and takes full responsibility for actions. Confidence and courage to challenge the business and deal effectively with difficult situations.  Teamwork, Sharing and Supportive – aligns with others both within and outside Southeastern to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others.  Flexibility – successfully adapts to changing demands, conditions and scenarios. | | | | | | | |
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| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: n/a – project delivery | |  | | |
| H2 | Financial – Other: n/a – project delivery | |  | | |
| H3 | Staff Responsibilities – Direct: None | |  | | |
| H4 | Staff Responsibilities – Other: None | |  | | |
| H5 | Any Other Statistical Data: Project KPIs | |  | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **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: |  |