

Job Description

Directorate: Building Services

Job Title: Commercial Manager

Service Area: Commercial

Grade: Band I

Special Conditions: Post holder may be required to adopt flexible working hours to meet service requirements.

Role Profile: BPS50S

DBS Disclosure: Not required

Issue Date: October 2020

Responsible to: Assistant Director - Building Services

Responsible for: All allocated staff within the Commercial Team.

Job Purpose and Role:

Take operational lead and develop a comprehensive estimating and quantity surveying service on behalf of the Assistant Director Building Services and lead on the quantity surveying elements for all commercial service activities arising within the remit of the directorate.

Lead and ensure the effective provision of the externally managed stores solution that provides the company with construction materials, products and services. Ensure the ongoing development and continuous development of the contract including KPI monitoring, compliance with contract conditions and ongoing value for money.

Lead and ensure the effective provision of fleet services, via Service Level Agreements with the City of Wolverhampton Council and a range of third-party suppliers. Ensure the ongoing development and continuous development of these arrangements including KPI monitoring, compliance with contract conditions and ongoing value for money.

Lead on option appraisals to seek out new ways of working to increase operational efficiency and minimise the company's impact on the environment by selecting appropriate products and vehicles, while improving customer satisfaction.

To manage and consolidate accurate commercial, value for money and benchmarking data for the in-house organisation, external contractors/ strategic partners and/or services delivered through Service level Agreements

Provide and maintain a range of estimating databases and to provide tendering and quantity surveying services. Ensure effective and accurate commercial trading information and financial reports are available.

Provide advice and guidance to service managers to maximise the performance and efficiency of contracts with the company's supply chain to maintain value for money, adaptability and excellent customer service.

Work with suppliers to maximise opportunities to utilise apprentices & work placements and employment of underrepresented groups across WH contracts.

Lead comprehensive evaluation reviews and benchmarking exercises to evidence Wolverhampton Homes in-house organisation's commercial and competitive viability. To demonstrate that it provides value for money services (quality/cost/performance/customer service) in terms of recognised industry comparisons.

Lead on the preparation of tender documentation for the directorate including contract specification, tender evaluation methods and contract monitoring to achieve compliance with the Public Contract Regulations, deliver value for money and provide social value for the company and City of Wolverhampton.

Support operational teams to prepare and submit bid submissions, including maintaining external accreditations, when responding to tenders and assist with marketing Building Services' to potential external clients and markets.

Ensure accurate job costing is available to undertake income and expenditure profiling for the Building Services Directorate, providing cost control information for all activities to ensure teams operate within allocated budgets and targets and are able to identify areas for improvement.

Identify, contribute to and recommend policy changes and where necessary implement service improvements. Being actively involved in associated service procurement, health and safety, equality and diversity, customer consultation etc.

To formulate annual service plans and prepare a range of financial performance and value for money reports across the directorate.

Wider responsibilities

To support the implementation of our transformational programme and our company journey of #goodtogreat.

Work with all departments in a matrix way to ensure the delivery of projects and programmes of work and delivering social value.

Manage all performance outputs of the team, make recommendations, and deliver service improvements.

To develop and ensure positive partnership working, making a positive contribution to initiatives targeted to improve sustainability and prosperity of local communities.

Ensure all projects and services provided by Building Services demonstrate value for money manage and associated cost centres and budgets are effectively managed by supporting service managers with cost profiling data and commercial advice.

Identify, contribute to and recommend policy changes and where necessary implement service improvements.

Through all business transactions ensure the team identify, report and respond to all safeguarding situations.

General

The duties of the post may change and develop from time to time in light of new legislation, Wolverhampton Homes Policies, organisational developments and social trends. Such developments will be monitored in conjunction with the Chief Executive and Assistant Director of Corporate Services and will be reflected as necessary in the aims and objectives of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Key Area	Duties and Responsibilities	Knowledge and Experience	
		Essential	Desirable
Leadership	<p>Lead and effectively manage all aspects of work related to the role, including supporting the development of strategy, determine tactical deployment of resources and maintain high quality cost effective frontline customer focussed services.</p> <p>To contribute to policy development and lead on identified service development initiatives resulting in continuous service improvements and continued best practice.</p> <p>Participate in strategic planning, develop plans for organisational change and subsequent recommendations to service managers and the Assistant Director.</p>	<p>Numerate and literate to A level standard or equivalent</p> <p>Hold a Level 5 qualification in a construction/property maintenance related discipline.</p> <p>Significant experience of operating at a senior level in a multi-disciplined social housing or building related environment and leading particularly during times of change to provide excellent services.</p>	<p>Hold a Level 6 qualification in a construction/property maintenance related discipline.</p> <p>Significant experience of operating at a senior level within an in-house maintenance organisation.</p>

	<p>Set targets and ensure high levels of performance against agreed performance indicators and financial forecasts.</p> <p>Have authority to make management decisions without referral but may refer high impact or sensitive decisions that have a bigger impact on the organisation as a whole.</p> <p>Establish and maintain effective work relationships, interacting in an open, honest and non-threatening manner.</p> <p>Exhibits confidence, inspires respect and trust. Motivates and engages others to perform well.</p> <p>Provide effective management and leadership that helps to support and establish clear aims and objectives and encourages innovation and creative use of resources.</p> <p>Shares and promotes the vision, values and corporate objectives at all times, even if own views differ.</p> <p>Ensures that all safeguarding procedures are complied with at all times</p>	<p>Significant experience of managing, supervising and developing multidisciplinary and complex teams, including, technical officers, administration & business support. Significant experience of leading works and services contract procurement</p> <p>Demonstrable evidence of CPD in a broad range of subjects related to the role and wider Social Housing</p> <p>Detailed knowledge of legislation and consumer standards that govern property maintenance and compliance in the social housing sector.</p> <p>Able to demonstrate excellent judgement to make moral decisions and possess ability to identify priorities and key issues.</p> <p>Evidence of continual improvement and associated levels of performance and value for money</p> <p>Ability and resilience to work under pressure and tight deadlines.</p> <p>Evidence of working in a customer focussed environment and</p>	<p>Chartered Member of RICS</p> <p>Experience of managing a large fleet of vehicles.</p> <p>Experience of managing a fully externally managed stores solution</p> <p>Working knowledge of Public Contract Regulations 2015</p> <p>Working knowledge of the National Housing Federation Schedule of Rates</p>
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		providing excellent services.	
Communication and Customer Service	<p>Assist the Assistant Director in the development and delivery of Service Improvement Plans.</p> <p>Support managers in investigating complaints, concerns raised, FOI requests, Councillor & MP enquiries to provide relevant information within the agreed timescales.</p> <p>Attend and present reports to Committees, The Board and other meetings such as Tenant and Resident Association's representing WH as appropriate. Such meetings may fall outside normal working hours.</p> <p>To deliver services which meet the needs of service users, focusing on access points and a coordinated customer journey with emphasises on long-term, positive outcomes.</p> <p>Ensure consistency of service provision across the area of responsibility.</p> <p>Improve internal communication, develop marketing opportunities and promote Building Services teams across the company and with external clients and stakeholders.</p> <p>Actively involves customers and suppliers to improve services and acts promptly to all stakeholder enquiries.</p>	<p>Effectively communicate, present and negotiate on behalf of WH and credibly represent the business to customers, staff and other stakeholders.</p> <p>Ability to deliver customer focussed services that are responsive with regard to customer need.</p> <p>Possess excellent interpersonal skills enabling others to contribute to the best of their ability.</p> <p>Ability to establish good working relationships with all stakeholders at a senior level.</p> <p>A confident user of Microsoft products to produce effective and concise reports, financial modelling & accounts and presentations.</p>	<p>Substantial experience of providing clear advice to senior decision makers within a complex public sector organisation. Extensive experience of confidently delivering presentations to a range of audiences.</p> <p>Confident and ethical user of social media that reflects the values of their organisation.</p>
Team Working	<p>Establishes and maintains effective team relationships that encourage, motivate and engage the team.</p> <p>Effectively network with colleagues to share best practice and ensure consistency of service delivery.</p>	<p>Ability to influence, inspire confidence and establish professional working relationships at all levels within the organisation and externally.</p>	<p>Experience of setting KPI's & SLA's with a range of stakeholders</p>

	<p>Develop and communicate team plans consistent with effective performance.</p> <p>Build and enhance the reputation of WH with the Council and other stakeholders, the community and media.</p> <p>Promote and support all team members to take responsibility for own and team performance</p> <p>Participate in staff development, appraisal and training as required.</p> <p>Takes a collaborative approach and works alongside other colleagues to ensure the successful delivery of a flexible and seamless service.</p> <p>Responsible for the overall and effective management of approximately 8 colleagues including up to 3 direct reports of varying professional disciplines.</p>	<p>Possess effective motivational skills, confident and flexible in the approach.</p> <p>Experience of managing teams and individuals with a range of associated caseloads and projects</p> <p>Evidence of successfully working with other teams or organisations with a common goal or goals</p>	
<p>Decision making and problem solving</p>	<p>Actively looks to eliminate a blame culture.</p> <p>Takes responsibility and makes decisions both for and on behalf of the leadership team and for the benefit of the organisation.</p> <p>Makes logical and sound decisions based on research and gathering facts.</p> <p>Recommends solutions to remedy recurring problems.</p> <p>Continuously looks for ways to improve processes/service.</p> <p>Able to think creatively to resolve problems and issues.</p>	<p>Possess effective resource management, both physical and financial and managing large and complex budgets.</p> <p>Resilient and able to work under pressure and to tight deadlines.</p> <p>Ability to work on own initiative with minimum supervision.</p> <p>Excellent influencer and possess extensive negotiation experience and interpersonal skills</p>	<p>Developing and ensuring effective service provision within a fast changing financial and political environment.</p>

<p>Equality and Diversity</p>	<p>Promotes anti-discriminatory practice in ways which are consistent with professional and legislative frameworks and organisational policy.</p> <p>Takes appropriate action and practicable steps to eliminate discrimination, promote and support equality at all times and foster good relations amongst employees and customers.</p> <p>Personal leadership, accountability and understanding to promote the importance of equality and cohesion to WH customers, staff and local communities.</p>	<p>Attitude/behaviour consistent with Wolverhampton Homes' Policies and Procedures</p> <p>Ability to promote fairness and inclusion in employment and service delivery.</p>	<p>Evidence of challenging unacceptable behaviour and subsequent actions where required.</p>
<p>Health and Safety</p>	<p>Ensures the implementation of the Health and Safety at Work Act 1974</p> <p>Undertake risk assessments to minimise/remove and manage risks for all activities under direct control</p>	<p>Understanding of risk management and business continuity planning.</p>	
<p>Financial Management</p>	<p>Responsible for a significant budget (exceeding £4.5 million per annum), who monitors and manages budgets effectively and takes corrective action where necessary.</p> <p>Continually monitor the performance of the section including quality, productivity and output of the workforce especially in terms of value for money.</p> <p>Ensure effective use of various schedules of rates to provide accurate job costing and performance management.</p> <p>To procure services, internally or externally in accordance with delegations appropriate to the post so as to ensure full compliance of the constitution and financial regulations, resulting in a quality and value for money service.</p>	<p>Demonstrable evidence of managing large and complex budgets</p> <p>Understanding of finance and accounting procedures.</p> <p>Awareness of value for money with a commitment to making efficiency savings</p> <p>Significant experience in budget monitoring and reporting</p>	<p>Understanding and appreciation of internal trading accounts.</p>

	<p>To ensure that work is completed within prescribed agreed timescales and in compliance with legislation such as the Tenants Right to Repair.</p> <p>Identify and assist in the preparation of specifications and procuring resources appropriate to improve the efficiency and effectiveness of the service.</p> <p>Ensuring that the appropriate contracts are in place for the security of on and off-site operations and represent interests of the directorate should contractual disputes arise.</p> <p>To comply with WH constitution including Financial Procedure Rules, Statutory Regulations and Approved Codes of Practice with regard to the placing of orders and the award of contracts.</p> <p>Comply with the General Data Protection Regulations.</p> <p>Commitment to Environmental Policy, by minimising waste, conserving energy and recycling appropriately</p>		
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