

sodexo
QUALITY OF LIFE SERVICES

Function:	Hard FM (Estates) Healthcare
Position:	Commercial Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Estates
Additional reporting line to:	Ian Roebuck – UK Commercial Manager, Health & Care
Position location:	Manchester University Foundation NHS Trust (Oxford Road)

1. Purpose of the Job – State concisely the aim of the job.

The Commercial Manager is responsible for the effective and efficient Commercial Management, of all contractual obligations, and provides skilled and quality leadership to the Estates team on all Commercial requirements.

This is an exciting and dynamic role within the Estates team, with a focus on managing the compliant service delivery of all Commercial matters within the Hard FM / Estates Department. The Commercial Manager shall oversee company needs through constantly communicating and negotiating with clients or business associates.

The Commercial Manager continuously working to strategically expand, preserve or improve the company's procedures, standards or policies while sticking to business edicts and regulatory guidelines.

The job holder will monitor Sodexo objectives by supporting and delivering against Estates policies and compliance with legislative and departmental requirements. This will include playing a key role in identifying opportunities for innovation and modernization, to meet operational performance targets and Sodexo objectives.

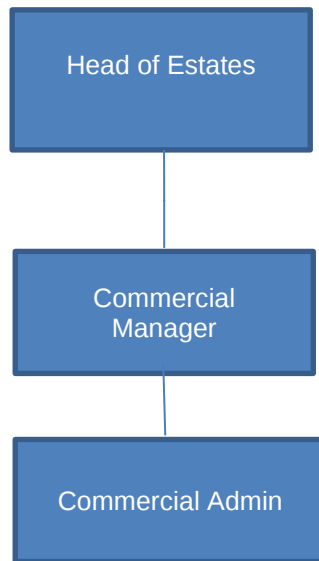
The role shall include a review and of our Supply Chain Management procedures with a requirement to plan, develop and implement a robust Performance Measured based Supply Chain service delivery model combined with a lean way of procuring services and components to enable successful delivery of our contractual obligations.

The Commercial Manager shall be the gatekeeper and owner of all Risk Registers and shall work with internal and external customers to assure all Risk is managed and controlled.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	tbc							
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc	
		Cash conversion:	tbc							
Characteristics										

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Management of Sodexo, client and customer expectations regarding all associated contracted activities.
- Identify commercial risk for onsite activity and projects and in conjunction with the Head of Estates, weigh up risk vs reward, developing and implementing effective risk mitigation strategies and actions.
- Provide full commercial input, contractual advice and support to Head of Estates and operational managers.
- Assure all non-compliance, both Commercial and Technical, is identified and assessed appropriately and plans are developed on achieving compliance in line with the Contract.
- Review of the LOP's, Internal Governance procedures.
- Support the Projects & Lifecycle Teams in the commercial delivery of Living Zone Lifecycle and Projects to enable a compliant and commercially viable operating model.
- Take responsibility for the commercial and financial management of projects.
- Use data and information in complex forms to dashboard, benchmark, fault find, predict and analyze future maintenance requirements.
- Develop long term strategic Commercial plans to implement organizational objectives for operational and financial improvements.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Working with the UK Commercial Manager, Health & Care.
- Explicit knowledge of the Project Agreement, Hard FM Contract, Schedules 14, 16, 18, 21, 22, 24, 25, 35 and 38 to the Project Agreement and application of the commercial and operational deliverables.
- Manage all Commercial procedures associated with the Hard FM Contract and Schedule to the Project Agreement.
- Manage existing supply chain contracts for delivery of planned preventative maintenance, reviewing, and completing contract amendments and liaising with supply chain in conjunction with Procurement team to deliver best value for money and compliant service delivery.
- Manage the procurement requirements of the reactive maintenance through a thorough selection of appropriate supply chain in conjunction with Procurement team to deliver best value for money and compliant service delivery.
- Assure supply chain processes, procurement and controls are in place to ensure compliance with the company's and Health & Care's procedures.
- Manage the Commercial processes associated with the co-operation agreement and notification of Defects to the Lifecycle Services Provider.
- Manage the Commercial processes associated with Clause 9 Notifications.
- Manage the Commercial processes associated with Schedule 35 reports to the Trust.
- Identify commercial and operational risks, manage risks via Sodexo risk portal JCAD.
- Identify, manage, reduce, and drive out unnecessary costs and inefficient activities.
- Establish relationships with the wider organization departments - Commercial, Legal and Compliance teams.
- Working with the Operational Leads, enable processes which supports self-delivery of planned maintenance activities wherever possible and sub-contractors only where required.
- Anticipate, plans & enables Change Management requirements of Commercial resource within all projects.
- Ensure that the company commercial position is protected using in depth understanding and experience of contractual, commercial, insurance and legal processes.
- Participate in Client (Trust), Consortium (Project Co) and other Service Provider group meetings and forums, delivering professional detail supporting commercial contract compliance.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Communication & Relationships Skills
- Knowledge, Training & Experience
- Analytical & Judgemental Skills
- Planning, Reporting & Organisational Skills
- Financial and Physical Resources management

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Required.

- BSC or similar in Business Management or Engineering Principles.
- Professional Membership: RICS / CIMA / ACCA.
- PFI & Healthcare Estates Experience.
- Experience in external and internal Customer Management and managing difficult customer and stakeholder conversations.
- Excellent people management skills.
- Good understanding of Health and Safety at Work regulations.
- Excellent reporting writing skills.
- Be flexible to meet the demands of a large PFI Acute Healthcare Estate
- Must be computer literate preferably with knowledge of Building Management Systems and automated CAFM digital systems.
- Must be able to demonstrate good verbal and written communication skills with good level of mathematical skills.
- Self-motivated and able to adapt to changing priorities.
- Able to demonstrate an aptitude for problem solving using a logical approach.
- Confident and logical under pressure but must understand urgency and respond accordingly.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	Version 3	Date	January 2024
Document Owner	Ian Roebuck		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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