

Job Description:   
Commercial Assistant

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| Function: | | | | Government UK & Ireland, Property Professional Services | | | | | | | | |
| Job: | | | | Interim Commercial Assistant | | | | | | | | |
| Position: | | | | Commercial Assistant | | | | | | | | |
| Job holder: | | | | N/A | | | | | | | | |
| Date (in job since): | | | | N/A | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Head of Cost Audit | | | | | | | | |
| Additional reporting line to: | | | | N/A | | | | | | | | |
| Position location: | | | | Swindon / Other | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| This exciting role involves working in partnership with a high-profile blue light service organisation; you will be accountable for ensuring the Commercial compliance of estimates & applications for payment. You will ensure suppliers are paid accurately and transactional commentary is up to date, whilst challenging suppliers on value, and driving value enhancement through benchmarking and cost analysis.   * **Principle purpose:** * To create a process for the identification, valuation, and recovery of missed/superseded ‘Planned Maintenance’ activity (PPM’s) through existing systems. * To work with the Supplier Contract Management team to agree and implement contractual indexation (Average Weekly Earnings) to established pricing schedules. Updating the schedules and informing the Asset Management team of required change. * To work with the wider Cost Audit and Asset Management teams to undertake and reconcile PPM WO’s against payment schedules and supplier physical delivery, to ensure WO’s are generating correctly. * **Potential additional purpose:** * Ensure that the supply chain is delivering the agreed standard of works and within budgetary constraints. * Approve applications for payment and facilitate those payments upon the client’s behalf, through our Estates Management system. * The Cost Audit service will interoperate seamlessly with other services, with key information being shared to inform the strategy of other service elements throughout SPSS. | | | | | | | | | | | | |
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| 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 | | * A property portfolio of c.200 sites across the Greater London area with overall FM budget of c.£190 million * c.70,000 estimates/invoices p.a. * c.30 Suppliers * Governance over the 3rd party supplier’s commercial & finance process * Supplier payments | | | | | | | | | | |

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| 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. |
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| **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. |
| * Establish and develop excellent working relationship with the Client unit, Account Team, Finance, Suppliers, and other relevant parties. * The role requires an analytical approach in processing a high Nr of transactions, whilst having the ability to apply a level of technical & contractual understanding in challenging suppliers to obtain their agreement where necessary. * Ensure a full audit trail is in place to satisfy internal and external auditors (Sodexo/Client). * Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations. * Ensure that the Cost Audit service is conducted in line with Authority and legislative, health and safety and environmental considerations. * Work in such a way that upholds and promotes the client values of professionalism, integrity, courage, and compassion. * Provide ongoing expertise and best practice in Financial Management, advising the Authority of trends and innovations in Cost Audit. * To take ownership of delivery of wider contractual obligations outside immediate service area as required. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **Specifically**   + To create a process for the identification, valuation, and recovery of missed/superseded ‘Planned Maintenance’ activity (PPM’s) through existing systems.   + To work with the Supplier Contract Management team to agree and implement contractual indexation (Average Weekly Earnings) to established pricing schedules. Updating the schedules and informing the Asset Management team of required change.   + To work with the wider Cost Audit and Asset Management teams to undertake and reconcile PPM WO’s against payment schedules and supplier physical delivery, to ensure WO’s are generating correctly. * **Additionally**   + Conduct desk-top commercial audits on 3rd party supplier estimates and applications for payment, ensuring commercial compliance and value for money. Contract rates are inclusive of the PSA schedule of rates.   + Apply technical knowledge in analysing data, reporting, and creating solutions.   + Managing and negotiating supplier queries through to acceptance upon behalf of the client.   + Progress Contractor escalations to resolution or escalate as required to the Management Team.   + Attend supplier meetings to conduct audits, resolve queries and review best practice as required.   + Provide “insight & feedback” following audits, capturing supplier behaviours/best practice/areas of concern.   + Review and report on-going performance of the Supplier against contractual obligations.   + Identify works which may require an on-sight audit.   + Facilitate supplier payments through the Estates Management system.   + Build and maintain effective relationships with client, suppliers, and internal teams.   + To highlight to the contract management team areas where the service can be enhanced for consideration within stakeholder engagement and the account development plan.   + To actively participate in your community of practice, driving service innovation, supporting the evolution of PPS service offerings and the development of staff in your community.   + Be an active participant in your community of practice - sharing best practice and learning from wider PPS colleagues.   + Participate in the 6 monthly review cycle of service solutions ensuring service solutions, processes and standard operating procedures are kept up to date. |

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| 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. |
| * Successfully meet team KPI’s. * Completion of month end duties, facilitating supplier payments. * Commercial and financial governance of client and supplier obligations. * Understanding supplier contract services to deliver added value to the process and financial reporting. * Ensure external/internal relationships with existing customers, suppliers, and all other relevant bodies, are effective and developed to maximise opportunities. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential**   * Demonstrable Commercial acumen. * Analytical with exceptional numerical skills. * Data analysis and trending skills – analysing Excel style data sets to identify trends. * Highly organised with strong attention to detail (create written/edit documents and run spread sheets). * Motivated to continuously develop technical skills and knowledge. * Experience of using MS Office, including, Outlook – email and diary management, Excel – create and edit spreadsheets, Word – create and edit detailed documents. * Applicants need to be eligible to pass security vetting carried out by the Client.   **Desirable**   * Demonstrable knowledge of Building Services. * Demonstrable knowledge of property, building fabric and M&E terminology. * Graduate/working towards degree in FM/Construction (Quantity Surveying, Project Management, Supply Chain Management, or other relatable degree). * Customer/supplier relationship management experience. * Previous experience of working within an FM/Building services delivery model. * Experience of using PSA/NSR Schedule of Rates * Experience of working with TRIRIGA. |

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| 8. Competencies – |
| * **Client & Customer Satisfaction / Quality of Services provided** * **Rigorous management of results** * **Commercial Awareness** * **Innovation and Change** * Brand Notoriety * Learning & Development * Leadership & People Management * Employee Engagement |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |