

Job Description: Commercial Manager



Function:	Hard FM (Estates) Healthcare
Position:	Contract Co-Ordinator – Commercial Department
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	Manchester University Foundation NHS Trust (Oxford Road)

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

The Contract Coordinator is responsible for supporting the Commercial Management of all contractual obligations 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 supporting the compliant service delivery of all Commercial matters within the Hard FM / Estates Department. The role shall assist the Commercial Manager in providing company needs through constantly communicating and negotiating with clients or business associates.

The Contract Coordinator will work to strategically expand, preserve or improve the company's procedures, standards or policies while sticking to business ethics and regulatory guidelines under the guise of the Commercial Manager.

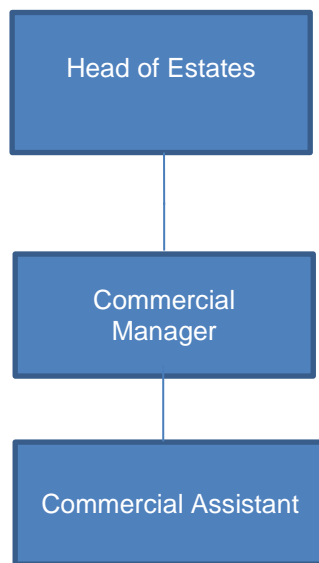
The role shall support and drive our Supply Chain Management procedures with a requirement to plan, develop and implement a robust performance measured service delivery model.

The Contract Coordinator shall support the Commercial Manager who will be the gatekeeper and owner of all Risk Registers and shall work with the Commercial Manager, 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 FY23/24:	€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.

- Support the management of Sodexo, client and customer expectations regarding all associated contracted activities
- Work closely with the Commercial Manager and strive to develop an astute commercial knowledge
- Identify commercial risk for onsite activity and projects and in conjunction with the Commercial, weigh up risk vs reward, developing and implementing effective risk mitigation strategies and actions.
- Provide commercial input, contractual advice and support to operational managers in conjunction with the Commercial Manager.
- 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.
- Use data and information in complex forms to dashboard, benchmark, fault find, predict and analyze future maintenance requirements.

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

- Working with the Commercial Manager on the Oxford Road Campus site.
- Undertake the Commercial processes associated with the co-operation agreement and notification of Defects to the Lifecycle Services Provider
- Undertake the Commercial processes associated with Schedule 35 notifications to the Trust and preparation / update of the monthly Schedule 35 expenditure report
- Undertake the Commercial processes to support the Special Projects Manager in preparing and submission of the Living Zone Lifecycle Funding requests. (Development from current role)
- Undertake the Commercial processes to support the Special Projects Manager in preparing and submission of the Living Zone Lifecycle Drawdown requests. (Development from current role)
- Provide support to the UK, Commercial Manager, Health & Care and develop commercial awareness via mentoring from UK, Commercial Manager
- Identify, manage, reduce, and drive out unnecessary costs and inefficient activities.
- Establish relationships with the wider teams on-site – Operational, Finance and Compliance teams.
- Working with the Operational Leads, enable processes which supports the delivery of the maintenance activities to deliver the undertaking of Scenario 2 & 3 defect step-ins to mitigate the risk of Unavailability.

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.

- Experience in external and internal Customer Management and managing difficult customer and stakeholder conversations
- Excellent people management skills
- 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 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.
- Willingness to develop understanding of the Project Agreement and respective Schedules, Hard FM Contract, Co-operation Agreement, Lifecycle Services Provider Contract and Soft FM Contract.

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 1	Date	February 2024
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
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