

Job Description & Person Specification



Job Title	Commercial Operations Manager
Division/Location	Infinity Business Support, Wigan and Barnsley office
Reporting to	Head of Infinity
Weekly Hours	40
Grade/Salary	E - £45,194.24 - £47,791.08

Job Description

The Role:

The Commercial Operations Manager is responsible for the overall management of the Business Support team providing the operational departments with a support system that will allow them to operate effectively and efficiently, maximising profitability while maintaining a high quality service.

Reporting directly into the Head of Infinity, responsible for the financial performance of this business. Achieving financial targets and expanding the market share will be the main focus of this role.

Main Responsibilities

- Providing leadership, management, and direction in a manner consistent with the Norse Group values.
- Overseeing all aspects of quality management for the business support team to ensure we are compliant with our accreditations and Norse Group Policies.
- Ensuring that staff skills and knowledge is developed as required to fulfil their duties.
- Responsible for and actively managing Infinity's budgets to ensure financial targets are achieved.
- Ensuring revenue targets are achieved by monitoring workload and seeking out new opportunities to fill gaps, where necessary.
- Continually monitoring spend across the division to ensure that profit margins are achieved and maintained. Countersigning for any large expenditure and producing business cases when necessary.
- Dissecting and analysing projects to determine profitability and implement a program of change through a 'lessons learned' approach when shortfalls are identified.
- Ensuring that business plan targets are agreed each year and an action plan is developed and implemented aimed at achieving these.
- Updating and maintaining business systems and databases.
- Working closely with contract and project managers to ensure that all works are actively managed within the operational systems.
- Championing continuous improvement and continually monitor systems and processes to identify where improvements can be made and manage any improvement projects that subsequently arise.
- Identifying regulatory/statutory developments, assessing the impact to the business, and initiating necessary changes or seeking to ensure that relevant managers initiate such changes.
- Champion in the production and implementation of the local and or national marketing and business development action plan and bidding activities.
- Negotiating NEC and JCT contracts with clients to ensure achievement of the best possible terms that allow margins to be maintained and risk to be reduced.

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- Actively managing contract risk and ensuring that potential risks are identified early and rectified and minimised.
- Engaging with subcontractors, administering procurement activities to obtain the most economically advantageous suppliers.
- Creating and implementing NEC and JCT contracts with suppliers.
- Proactively seek to expand the client base and business, responsible for identifying new business opportunities.
- Promoting continuous improvement and deliver demonstrable high-quality products and services which embrace quality standards.
- Managing operational departments to facilitate growth, improve efficiencies or cover vacancies within the Senior Management Team.
- Undertaking frequent travel to client sites and to other Norse Group offices.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Qualified to Degree level within a related discipline	Desirable	AF
	Recognised Project Management qualification or professional association (PRINCE2 Practitioner / APM)	Desirable	AF
	Understanding of property and facilities management (FM) services	Essential	A/I
	Strong understanding of project and risk management	Essential	A/I
	Advanced knowledge of Microsoft Excel	Essential	A/I

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Experience	Extensive experience within a similar or related role, ideally within the building sector	Essential	A/I
	Financial management, both production and management of budgets	Essential	A/I
	Proven record of managing a high performing team, promoting a quality focused approach	Essential	A/I
	Experience working on or managing a helpdesk	Desirable	A/I
	Experience in reviewing setting prices for goods and services so that all costs are recovered, and profit margins are achieved.	Desirable	A/I
	Experience of subcontractor engagement to negotiate the best price for goods and services and produce and monitor SLA's.	Essential	A/I
	Experience or understanding of contract negotiation and management of both NEC and JCT contracts	Desirable	A/I
	Successful outcomes process optimisation and business management.	Essential	A/I
Skills/Abilities	Excellent leadership and team building skills with the ability to make formed decisions with ease	Essential	A/I
	Excellent interpersonal skills, with the ability to engage with stakeholders at all levels	Essential	A/I
	Ability to gather and analyse information, followed by a solutions-based approach to	Essential	A/I
	Excellent organisational skills and attention to detail, with the ability to multitask and prioritise workload	Essential	A/I
Other Requirements	Full UK Drivers Licence to meet travel requirements	Essential	AF

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General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment, and eliminate unlawful and or unfair discrimination.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We will focus on the delivery of high standards in all that we do.

Innovation – We will have the courage and commitment to embrace new ideas and support different ways of working to ensure our services are delivered in the most effective way possible.

Respect – We will aim to listen and fully understand what is required of us by the people, organisations, and communities with which we work.

Trust – We will be transparent, accountable and take ownership of our responsibilities

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