

<b>Job Title:</b>	<b>Commercial Manager</b>
<b>Business:</b>	UK In-Country
<b>Division:</b>	Group
<b>Reports to:</b>	Operations Director
<b>Direct Reports:</b>	Commercial Teams
<b>Main Interfaces:</b>	CTG Clients (Clients, Contractors & Consultants) Directors Off-shore Team Leaders
<b>Qualifications:</b>	Quantity Surveying or Engineering Degree
<b>Issue Date:</b>	2 November 2007

<b>Overall Purpose</b>
<ul style="list-style-type: none"> <li>• To lead &amp; manage the <i>In-Country</i> commercial management function.</li> <li>• To manage the commercial function through the life-cycle of a project from the initial sale through to the final payment for works completed.</li> <li>• To manage the commercial aspects of all business divisions.</li> </ul>

<b>Key Activities</b>
<b>Sales / Business Development</b>
<ul style="list-style-type: none"> <li>• Actively participate with directors to formulate plans for securing new opportunities.</li> <li>• Maintain a broad network of relationships with Clients, Contractors &amp; Consultants to identify potential new business opportunities &amp; feedback information to directors.</li> <li>• Work in conjunction with the directors to develop &amp; maintain b2b relationships with current &amp; potential Client organisations.</li> <li>• Manage the pre-contact activities involved in understanding &amp; bidding potential projects.</li> </ul>

<b>Project Delivery</b>
<ul style="list-style-type: none"> <li>• Define &amp; clarify Clients specific quantity surveying requirements.</li> <li>• Plan &amp; produce a delivery strategy for each project.</li> <li>• Project-manage all jobs in accordance with the delivery strategy to ensure successful &amp; timely delivery of all projects using technology &amp; tools provided.</li> <li>• Act as the conduit between internal / external stakeholders &amp; ensure effective communication takes place between all stakeholders.</li> <li>• Act as the in-country commercial expert &amp; ensure all queries are resolved in a timely fashion.</li> <li>• Check all outputs for quality to ensure compliance with the prescribed project strategy &amp; client requirements.</li> <li>• Act as leader &amp; mentor to the off-shore commercial teams.</li> <li>• Manage the commercial aspects of all projects across the group; including invoicing and obtaining payment.</li> <li>• Produce monthly contract reviews &amp; forecasts.</li> </ul>

<b>People Management</b>
<ul style="list-style-type: none"> <li>• Establish meaningful goals &amp; objectives, delegate delivery responsibility to the lowest appropriate level &amp; provide the drive, support, guidance &amp; encouragement to ensure commercial success of the business.</li> <li>• Ensure all members of staff have a good understanding of their role &amp; responsibilities, giving the appropriate motivation &amp; leading by personal example.</li> <li>• Responsible for resource management within the context of CTG quantity surveying activities, including anticipation of future requirements.</li> <li>• Ensure that all design staff receive appropriate career planning, development, training &amp; reward.</li> </ul>

**Business Improvement / Management**

- Manage the off-shore commercial teams to ensure they are complying with business process / procedure and delivering in accordance with customer requirements.
- Continually strive to improve communication, processes, systems & tools across the business in conjunction with the management & broader teams.
- Promote knowledge sharing and learning.
- Attend & contribute to all periodic management meetings.

**Key Competencies****Technical**

- Excellent understanding of UK building technology.
- Excellent understanding of SMM7 & other methods of measurement.
- Excellent understanding of commercial management process & procedure.
- Excellent comprehension of the UK legal system, commonly used forms of building contracts, etc.
- Good comprehension of construction methods, including a good understanding of the buildability issues faced by Clients in delivering their projects.
- Appreciation of Health & Safety regulations & legislation.

**Communication**

- Communicates accurately, concisely and in a timely manner, demonstrating effective listening skills.
- Works hard at adapting communication to suit different audiences.
- Communicates views & concerns openly, honestly & will constructively challenge others, handling disagreements & conflict effectively.
- Provides straightforward & accurate information about the most difficult & complex issues or policies.
- Ability to effectively influence & negotiate.
- Builds relationships both within CTG and externally.

**Personal Drive**

- Prepared to take initiative, a self-starter who always rises to the challenge.
- Always looking for the next challenge.
- Has a positive attitude to change & remains resilient & positive even when under considerable pressure.
- Must be a 'finisher' with great attention to detail & can effectively cope with setbacks.
- Prepared to make personal sacrifice to ensure a goal is achieved.
- Strives to fulfil own potential & continues to self-develop.
- Actively seeks opportunities for learning, & advancing professional qualifications.
- Willingness to develop & work in a team; encourages & adopts team goals; understands & appreciates others roles; learns from others.

**Business & Commercial Acumen**

- Able to identify risks & opportunities & put in place pro-active plans to manage them.
- Able to negotiate at all levels from a commercial, legal & business perspective.
- Describe critical success factors of Clients for their projects & highlight strategies for delivering these.
- Highly competent in the application of IT skills.

**Client Focus (Internal & External)**

- Understands the key measures by which his/ her performance will be measured.
- Works to ensure Client service is an integrated part of their work.
- Proactively drives through changes that bring about improvements.
- Actively works to improve the public perception of CTG.
- Proactive in using direct & informal contacts with Clients and/or their consultants to constantly monitor Client satisfaction & pick up cues regarding satisfaction & future needs/ opportunities.
- Can quickly gain a good understanding of Clients business and is responsive to Client needs.
- Establish regular contact with Clients. Keep them informed of progress, to ensure continued satisfaction.

**Innovation**

- Is able to develop innovative solutions that directly contribute to CTG & the Client both in the short & medium term.
- Challenges traditional views & looks for improvement through adopting a new approach.
- Willing to cast aside traditional assumptions & try approaching issues from a different angle or perspective.
- Effective at taking the 'seed' of an idea & developing it as an approach that can add value.
- Useful sounding board for new ideas & ways of doing things.