

**LONDON BOROUGH OF MERTON**  
**FINANCE AND DIGITAL DIRECTORATE**  
**JOB DESCRIPTION**

**POST TITLE:** Director of Commercialisation

**Grade:** MG5

**DIVISION/SECTION:** Commercial & Transactional Services

**Responsible to:** Executive Director of Finance & Digital

**Responsible for:** Commercial Services, Transactional Services

**Post number:**

**Date:** February 2024

## 1. MAIN PURPOSE

This post reports to the Executive Director of Finance & Digital and is a key role in the organisation that will lead as the key building block for Council-wide transformation and modernisation through development and delivery of an innovative and bespoke commercial programme while leading a cutting-edge procurement service.

The post will lead the Council's in-house Commercial Services team which consists of multi-disciplinary procurement professionals. The post will be directly responsible for a gross revenue expenditure budget of £1.4m and support the effective and efficient use of the council's revenue and capital budgets, as well as lead a workforce of 24 staff.

This is an exciting opportunity to develop and lead an innovative commercial programme, establish sector-leading teams and services, and create a more commercial culture to support the Council's financial sustainability and ensure it remains fit for the future.

Merton is embarking on a programme of significant and ambitious investment, from building houses to regeneration activity with this post playing a key strategic role in

enabling place shaping across the borough through the provision of procurement and commercial advice and support.

The post is expected to take an influential and leading role in the operating models and delivery mechanisms of high-profile frontline services, including Waste and Recycling, whilst ensuring we meet our commitments to Net Zero and Climate Change.

The post will also play an important role in supporting the Council's transformation programme, being a trusted adviser on the projects and programmes of change, using commercial knowledge and skills to advise senior leaders and guide informed decision making at all levels.

As the strategic lead for Procurement, you will have direct influence on the Council's spend of around £650m, ensuring value for money, rigour of procurement and enable services to achieve their strategic aims.

You will also be responsible for the Transactional Service team, responsible for our payments and income functions.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

- (i) To be the strategic lead for the development of a commercial strategy underpinned by a council-wide commercial programme that meets the significant ambitions of the council and borough.
- (ii) To work collaboratively with colleagues across the council to develop a commercial culture that supplements the values and behaviours of the council through the use of appropriate interventions, such as bespoke learning and development activities, that develop and harness core competencies and capabilities.
- (iii) To lead the identification and realisation of opportunities for the Council to undertake direct investment in asset-backed schemes that stimulate growth, regenerate localities, enhance communities, and generate a commercial return.
- (iv) Support the delivery of the Council's Housing and Regeneration programme, working closely with internal stakeholders, such as the Executive Director of Finance & Digital and the Executive Director of Housing and Sustainable Development, as well as external partners such as developers and suppliers, to offer strategic advice and direction that optimise outcomes.
- (v) To offer strategic advice, guidance, and support to the Council's transformation programmes
- (vi) To lead the design and development of commercial business cases that allow the prioritisation of resources and activity that provide a demonstrable return on investment for the council.

- (vii) Be the strategic lead for procurement, creating a sector leading service that is seen as a trusted partner that fosters a solution-focused culture to support the council deliver its strategic priorities and outcomes.
- (viii) Lead the organisation in optimising third party spend through the robust and effective management of contracts, monitoring of spend, and informing decision-making on future contract requirements or operating models
- (ix) Lead the modernisation of transactional services, utilising innovative and emerging technology to reduce costs and enhance outcomes, while leveraging data to inform decision making, and enhancing insight to proactively identify challenges and opportunities
- (x) Build strong professional relationships with internal and external stakeholders (including local businesses), representing the council through the fostering of strong and positive relationships that assist in the achievement of council's strategic objectives and support the growth of the local economy.
- (xi) Be an effective leader through sound management of finances (budgets) people, and service performance.
- (xii) Any other duties as requested by the Executive Director of Finance & Digital.

### **3. Director – General Accountabilities**

- Role model the values and behaviours of the organisation and be an ambassador for and represent the Council at all times: [Work for Merton \[DRAFT\] : Values | Merton Council](#)
- Ensure services have operational plans in place to deliver the Council Plan on time and to budget.
- Work collaboratively across all service areas with other senior managers (including partner organisations) to deliver services and generate efficiencies.
- Ensure the service areas you manage are fully compliant with all existing or new legislation and other statutory requirements.
- Ensure effective performance management is in place, and that any remedial action is taken promptly.
- Manage your teams effectively, ensuring individuals are well-supported, diversity is encouraged, and performance is monitored.

- Ensure at all times that a corporate view is adopted and that complaints (both internal and external) are dealt with promptly and effectively.
- Be responsible for equality in service delivery and employment, and work within relevant legislation carrying out Equality Impact Assessments where necessary.
- Ensure that strategic and operational risks are considered, and that appropriate actions and reporting are put into place to manage these.
- Attend emergency planning training, be familiar with the London Borough of Merton Emergency Plan and your role during an incident. This may involve receiving notification out of hours and to respond positively to these calls.
- Required to take part in the emergency rota and participate in elections.
- Deputise for the Director and represent the Directorate as required on corporate and external activities and groups.

#### **4. Responsible for:**

Commercial & Transactional Services teams

#### **5. PERSON SPECIFICATION**

##### **Experience, Skills and Technical Requirements**

- Experience of successfully delivering an organisation-wide commercial programme in a large and complex organisation, which realised increased income and decreased costs on a sustainable basis.
- Experience of working collaboratively to change organisational culture in a meaningful way using a range of initiatives and interventions.
- A successful track-record of leveraging innovative procurement and contract management solutions to meet organisational needs, enable strategic business operations, and demonstrate value for money
- Experience of delivering large-scale sustainable organisational efficiencies through commercial or transformational activity
- A history of implementing processes and procedures which enable services to better use technology and digital tools to positively transform service delivery

- A detailed understanding of procurement processes, regulations, and legislation
- Experience of leading and developing a procurement service that is enabling and customer focussed without compromising assurance and good governance
- Respected senior leader skilled in working with, and influencing senior stakeholders across all sectors (public, private, and third), and a clear track record of delivering results in a political environment.
- Skilled at leading and developing high-performing large multi-faceted teams, incorporating matrix-management and a combination of internal staff, technical, expert consultants, and delivery contractors, building an inclusive culture while leading people through change.
- A significant track record of enshrining continuous improvement.
- Demonstrable experience of strategic and innovative thinking with a significant track record of enshrining continuous improvement.
- A proven ability of delivering results against tight deadlines and stretching targets.