

## **JOB ROLE PROFILE AND PERSON SPECIFICATION**

Post Title and Number:	Commercial Manager (50135382)
Grade:	Middle Manager Grade 2 (£52,503 to £66,600)
Department:	Resources
Service:	Digital Services
Reports to:	Head of Operations and Architecture

### **Introduction from the Chief Technology Officer – Adrian Gorst**

Thank you for your interest in joining Enfield Digital Services. We are recruiting a team to build firm technology and service foundations, develop our future strategy and empower our colleagues and residents to embrace the potential of digital.



While you may come from any background, you'll be motivated by delivering better public services at a lower cost through technology to support the Council's and our residents' ambitions.

You'll find we are already doing great work, particularly in embracing AI, and that there's plenty more to do, so you'll need to work collaboratively across Enfield Digital Services, the whole Council, and the wider public sector technology community.

### **Purpose of the role**

#### **As a middle manager within the Council you will:**

- Lead, manage and motivate the team to deliver high performance
- Ensure that corporate/departmental people practices are understood and implemented within your service
- Effectively manage budgets and projects within your service ensuring effective cost management and prioritisation
- Monitor and evaluate your team's performance and recommend areas for improvement based on evidence
- Coach and support staff to develop
- Recommend areas for service improvement based on relevant data and information
- Communicate effectively with elected members and other partners/stakeholders
- Collaborate constructively with partner organisations and other stakeholders including internal services and colleagues
- Build a culture of trust in your team

#### **In addition, as the Commercial Manager you will:**

- Manage a portfolio of over 100 contracts with an annual value of £10m through the contract lifecycle to ensure value for money for the Council.
- Maintain a contracts register with all relevant information to respond to management enquiries, internal and external audit queries and Freedom of Information Requests.
- Personally lead on selected contracts which are strategic, high value, high risk, high potential or require corrective action.
- Establish and maintain a framework for your team to manage all other contracts, including policy, procedures, guidance and local audit points.
- Manage the performance of suppliers in line with their contracts to ensure compliance and to see additional benefits where appropriate, taking or recommending corrective action as required.
- Ensure all contractual obligations are fulfilled through influence, negotiations and where necessary formal dispute resolution processes, drawing in appropriate support from legal and elsewhere as required.
- Manage risks relating to suppliers including financial risks, operational risks and cyber-security supply chain risks, taking or recommending corrective action as required.
- Maintain a forward plan of contract procurement activity to ensure adequate time for competitive procurements to secure best value for the Council.
- Determine the optimal approach to procurement routes, timings and strategies informed by an understanding the digital, data and technology markets, the providers within them, and their priorities.
- Secure value for money by adopting a commercial approach to procuring goods and services and managing contracts.
- Exploit less common routes to digital, data and technology markets such as reverse auctions, joint procurements and negotiated approaches to secure additional benefits for the Council.
- Guide and direct colleagues across the organisation to develop contract specifications which meet essential needs and avoid unnecessary requirements which inflate costs.
- Leverage the benefits of relationships across and beyond the public sector to share noted practice, vendor knowledge and negotiating tactics.
- Secure additional benefits from contracts by forming trusting and valued partnerships with suppliers
- The demands of this role involve regularly managing a number of competing activities, at times with demanding deadlines, on an on-going basis, with a range of complexities, from very complex to tactical, including key decisions that could impact the delivery of the service to the whole Council and beyond.
- This role will be required to deputise for Head of Operations and Architecture in their absence.

## Dimensions

- You will manage a portfolio of 100 contracts worth £10m a year.
- You will manage the Digital Contract and Supplier Manager who in turn manages the Contract Governance Lead.
- You will report to the Head of Operations and Architecture who in turn reports to the Chief Technology Officer.

## Key accountabilities

1. Maintain and report on budget risks and identify and escalate any budget risks
2. Set and monitor individual and team performance standards
3. Constructively challenge and act where there are performance shortfalls
4. Ensure that clear team and individual goals are in place and communicated
5. Manage a team of service delivery-focused staff in a variety of roles, ensuring the Council receives a joined-up and reliable service
6. Setting up and maintaining standards, policies, procedures, guidance notes and local audit points.
7. Setting up and maintaining performance frameworks
8. Securing best value from all contracts and taking corrective action as required.
9. Contribute to strategic plans for Digital Services, which satisfy the current and on-going needs of the organisation's business strategy, and the current and future capabilities of Digital Services
10. Always ensure that the Department's current and planned business needs are fully communicated to and understood by Digital Services

Working with the Digital Services Management Team to establish appropriate governance and standards are in place to establish and maintain processes created in line with the Target Operating Model best practice including

11. Understand, anticipate and influence customer demand for services
12. Any other duties reasonably requested by management
13. Carry out all accountabilities in compliance with the Council's Policies and Procedures.

## Key relationships (internal and external)

- Digital Services Senior Management Team
- Finance and procurement colleagues
- Heads of Service across the organisation
- Directors and Executive Directors
- Partners and suppliers
- LOTI and other local government and industry groups

## Equality and diversity

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

## Health and safety

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

## Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Employees shall report all accidents, 'near miss' incidents and work-related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

## Information security

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

## Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to, safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

## Other duties and responsibilities:

This Job Role Profile is not to be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your post and in addition, as a term of your employment, you may be required to undertake various other duties as may be reasonably required of you. This includes making yourself available to participate in a range of corporate initiatives as determined by your Line Manager. These could include activities such as participation in the Civil Emergencies Planning Rota, supporting the Scrutiny function, actively leading/participating in a range of cross-functioning review and working groups.



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KNOWLEDGE, SKILLS & ABILITIES	HOW TESTED
<p><b>Job Specifics – Skills, Experience, Knowledge, Behaviours</b></p> <ol style="list-style-type: none"> <li>1. Ability to engage, coach and motivate teams and set clear targets and expectations</li> <li>2. Evidence of high levels of customer service and satisfaction</li> <li>3. Experience of successfully managing performance and providing clear constructive feedback</li> <li>4. Experience of successfully implementing plans and projects to time and budget</li> <li>5. Ability to effectively plan and manage budgets and resources</li> <li>6. Demonstrates a good understanding of the political structure and role of elected members</li> <li>7. Ability to work collaboratively both with own service and across other services</li> <li>8. Extensive experience of managing a large portfolio of contracts including negotiating with suppliers ranging from small suppliers to large enterprises.</li> <li>9. Extensive experience of managing the performance of suppliers through a variety of means.</li> <li>10. Extensive experience of procuring technology goods and services including drafting, verifying and confirming requirements.</li> <li>11. Experience of writing and implementing standards, policies, procedures, guidance notes and local audit points.</li> <li>12. Experience of maintaining accurate and timely records and producing information for a variety of audiences and purposes.</li> </ol>	<p>Application and interview</p>
<p><b>Behaviours</b></p> <p>Appropriate behaviours are key to the delivery of our vision for Enfield.</p>	<p>Interview</p>

<p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p><b>Takes Responsibility</b> We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> <p><b>Is Open, Honest and Respectful</b> We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p><b>Actively Listening and Learning</b> We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.</p> <p><b>Working Together to find solutions</b> We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.</p> <p><b>Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.</b></p>	
<p><b>Competencies:</b> <b>Candidates: Please ensure you address these competencies in your responses to the essential and desirable (if applicable) criteria above).</b></p> <ol style="list-style-type: none"> <li>1. Customer focus</li> <li>2. Deliver service performance</li> <li>3. Focus on continuous improvement</li> <li>4. Political awareness and context</li> </ol>	<p>Application and interview</p>