



# Gilbert & Goode

## JOB DESCRIPTION

**JOB TITLE:** Commercial Manager

**DEPARTMENT:** Commercial

**RESPONSIBLE TO:** Managing Director of Gilbert & Goode

**RESPONSIBLE FOR:** Responsible for the commercial success and performance of residential schemes.

Responsible for the implementation and monitoring of robust procedures commercial systems and standards for all surveying and procurement.

**PURPOSE OF THE JOB:**

Manage & motivate the Commercial Team to deliver its objectives, challenging existing processes to evolve, using best practice and learning to improve efficiency and continuous improvement.

Assist in the preparation of and delivery of Gilbert & Goode's business plan.

Ensure a professional tendering service is provided with the aim of winning new work for the company's order book which meets business plan targets for turnover and profit.

Ensure the delivery of a high performing quantity surveying service, which provides timely and accurate variations and valuations for work undertaken for clients.

Ensure an efficient and effective purchasing service is provided for the company, which meets the company's Financial Regulation requirements.

To provide accurate and timely financial reporting to inform management decisions, including the supply of information to the company's accountancy support service within the parent company, to allow sound management accounts, cashflow forecasts and business plan monitoring to be undertaken.

Support the Senior Management Team in marketing and promoting the company's services and identifying areas for new business opportunity.

#### **SPECIFIC RESPONSIBILITIES:**

##### **CORPORATE MANAGEMENT**

- 1** Work collaboratively with external clients and internal teams and across the Ocean Group promoting the Group's values and behaviours, joint working and problem solving.
- 2** Contribute to the development and delivery of Gilbert & Goode's Business Plan, managements accounts and cashflows, and lead on the development and delivery of relevant team plans to fulfil growth aspirations and targets.
- 3** Create productive networks and develop positive working relationships with partner organisations and agencies.
- 4** Enhance the reputation of the organisation and positively promote Gilbert & Goode amongst key stakeholders and partners locally, regionally and nationally.
- 5** Produce reports for and build relationships with Gilbert & Goode's Senior Management Team, Executive Group, Board Members, parent company accountancy service team and customers.
- 6** Contribute positively to the delivery of Ocean Group's Corporate Strategy, People Strategy and other projects.

##### **STRATEGIC MANAGEMENT**

- 1** Ensure compliance with new legislation, regulation and good practice and recommend changes to policies and procedures and ensure team members consistently adhere to them.
- 2** Lead on internal and external inspections/audits and service reviews.
- 3** Lead on special projects, ensuring the successful management of change

- 4 Ensure effective compliance mechanisms are in place so that assurance can be provided on key risks and the application of policies
- 5 Control and lead on cost efficiency within scheme build costs.
- 6 Ensure sound review and validation of cost assumptions used in land appraisals.

## OPERATIONAL MANAGEMENT

- 1 Ensure the commercial team works co-operatively with other teams in the company to ensure that tenders and the budget implications behind them are realistic and sustainable.
- 2 To assist the Managing Director of G&G and parent company accountancy team in drawing up draft business plans, budgets and cashflow forecasts for the company and for ensuring that commercial aspirations and targets are met.
- 3 To ensure that risk is provided for in all tenders and that all foreseeable risks are controlled.
- 4 To research and explore new business opportunities for the company, including developing partnerships with clients, and making recommendations to the Managing Director of G&G about which should be pursued.
- 5 With the Managing Director of G&G to ensure that the Company's services and products are promoted, marketed and advertised with a view to winning new work and meeting business plan targets.
- 6 To maximise the opportunities for winning work with clients by seeking submission to approved contractor lists and submitting tenders or negotiating contracts for new work.
- 7 Oversee the timely submission of tenders to clients with a view to building up the company's order book and achieving business plan turnover targets.
- 8 Ensure the production of monthly cost to complete analysis of all live schemes, with authoritative sharing of such at monthly review meeting with senior management.
- 9 Ensure the regular production of scheme cashflows and weekly liaison with the Head of Finance in the parent company supporting the production of company cashflow forecasts.
- 10 Oversee the production of monthly cost valuations to support, where appropriate, loan drawdowns on live schemes.

- 11** To work with other teams to set up and implement new contracts following the winning of tenders or negotiation of new contracts. This will include the preparation and/or execution of contract documentation and assisting in the drawing up of Health and Safety Plans required by the CDM Regulations, establishing project budgets and risk registers.
- 12** Where appropriate, to ensure that any works subject to variation are valued as such and that work does not get done until authorised by the client in writing.
- 13** To ensure that all contracts requiring interim valuations receive such a valuation and that applications for payment are made in a timely manner to maximise cash flow into the company.
- 14** To ensure that all income due to the company is recovered in a timely manner.
- 15** To ensure that disputes over payment by clients are resolved expeditiously.
- 16** To ensure that all contracts are monitored for financial performance, timeliness and quality and to take corrective action where necessary to meet targets.
- 17** To ensure that adequate procedures are in place and complied with, in order to control and monitor expenditure within the company and reporting on the financial performance of contracts and the company as a whole.
- 18** Effectively manage the supply chain to strengthen relationships and support the business efficiency.
- 19** Manage 'crisis' situations, and minimise any reputational damage, with support from the Senior Management Team.
- 20** Ensure team members are well trained on how to maximise the use of IT systems, with support from other IT specialist staff.
- 21** To ensure that at all times accurate information is provided to update the company's computer accounts management system and produce accurate and timely financial reports.

## PEOPLE MANAGEMENT

- 1** Demonstrate strong leadership, providing motivation and direction to direct reports and the wider team.
- 2** Ensure that team members have a range of opportunities to be genuinely involved and make a difference to policy development and service delivery.
- 3** Delegate authority, in an appropriate manner, to members of the team

- 4 Ensure delivery of a thorough and consistent new starter induction programme for all new employees setting clear standards to be achieved.
- 5 Recruit, supervise, coach and support the development of direct reports to provide a professional service to customers and ensure that team members meet performance objectives and targets.
- 6 Create a performance orientated culture, managing and motivating your team to ensure that appropriate work plans, appraisals, quality 1:2:1 supervision, and employee development programmes are delivered.
- 7 Manage team and individual performance in accordance with the Group's Behaviours Framework and Values. Actively promote and encourage adoption of the Behaviours Framework and Values amongst team members within the department, ensuring that colleagues are supported to deliver services in the spirit of the framework.
- 8 Make clear decisions, build excellent relationships, and ensure effective communication with team members at all levels.
- 9 Promote Ocean's SMART working vision, working collaboratively and positively with colleagues to achieve the business aims

## PERFORMANCE MANAGEMENT

- 1 Monitor and deliver team plan targets evidencing outcomes, achievements and performance, and develop improvements to address poor performance where appropriate.
- 2 Promote a culture of high performance, continuous improvement and learning from good practice and from customer feedback and complaints.
- 3 Ensure value for money is delivered by creating a culture of continuous improvement and seek efficiencies in how services are delivered.
- 4 Produce regular performance reports as required, for the Company to senior management, Executive Group, customers and the Board.
- 5 Work with the Group Executive Services Team and ICT Team to ensure internal performance monitoring standards are robust and comply with regulatory requirements.

## FINANCIAL RESPONSIBILITY, GOVERNANCE & COMPLIANCE

- 1 Ensure value for money is delivered in the procurement of services, materials and contracts.

- 2 Plan, monitor and control expenditure in line with approved site budgets and external contract pricing.
- 3 Ensure all such financial information is provided to the parent company accountancy team to support them in producing monthly management accounts, cashflow forecasts, loan reports and business plan/Red Line monitoring,.
- 4 Ensure all work and services authorised and undertaken are in compliance with the Company's standing orders, financial regulations, legal requirements, Group Procurement Strategy and statutory obligations to ensure that adequate monitoring and auditing processes are in place.
- 5 Comply with all the Groups' policies, procedures, and initiatives including those relating to equality, diversity & inclusion, health and safety, complaints, safeguarding, financial regulations and standing orders.
- 6 Ensure health and safety and equality, diversity and inclusion in relation to employees, customers, tenants and service provision is a strategic and operational priority at all times, and that best practice is observed and monitored robustly.
- 7 Ensure robust data management in line with data protection policies and procedures.
- 8 Effectively manage risk across key activities and services.

## GENERAL

- 1 Undertake other duties and responsibilities as may reasonably be required from time to time by the Managing Director of Gilbert & Goode, the Senior Management Team or other members of the Group Executive Team.
- 2 Actively seek out, consider and promote new, value for money and innovative ways of service delivery, to bring about efficiency, whilst promoting the positive benefits of change to improve customer service.
- 3 Be an ambassador of the business and promote the Company in a positive manner at all times.
- 4 Embed and promote a culture of equality, diversity and inclusion in relation to colleagues, customers, tenants and service provision.
- 5 Commit to personal continuous professional development to maintain relevant up to date qualifications, CPD, skills, experience and best practice awareness for Ocean's and post holder's personal benefit.

No job description can cover every issue which may arise within the post and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

**I accept that this job description is a fair reflection of the job I have applied for.**

**Signed** ..... **Date** .....