

Commercial Business Manager

Department: Chief Operating Office

Division: Commercial Services

Reports to: Commercial Hub Lead

JE Ref: COO529

Grade: CS12

JE Date: 08/12/2020

Job purpose

Responsible for the delivery and implementation of commercial projects across GoJ, varying in risk and complexity. Experience in using defined best practice project management methodologies to manage change and deliver projects on time whilst maximising value for money and to the expected quality. The post holder will use their extensive PM knowledge and skills to ensure a successful delivery whilst also keeping track of the timeline and resources, and managing expectations from the team, stakeholders and external parties

Manages the Commercial Business Support team, responsible for planning activities and delivery of timely Commercial Services projects across the Government of Jersey, ensuring value and high quality commercial outcomes across the organisation

Job specific outcomes

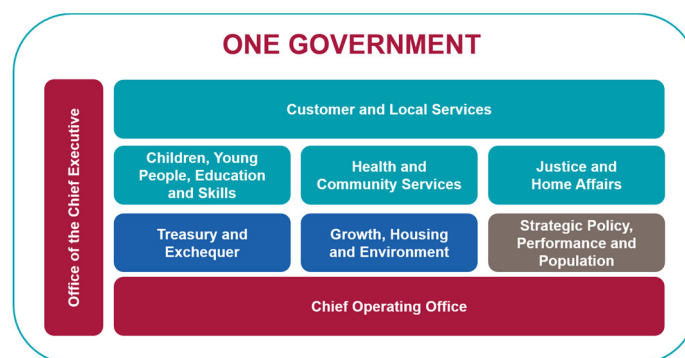
- Manage planning activities and delivery of Commercial Services projects across the Government of Jersey. Co-ordinating external parties and internal resources to ensure projects are delivered to the agreed timescales and deliver the projected benefits
- Responsible for drawing up comprehensive project plans to support the delivery of various commercial projects being undertaken to ensure delivery takes place within agreed budget and timescales
- Coordinates and directs project resources to ensure the effective delivery of commercial project to the organisation. Identifying any skills gaps required for the project and escalating any resourcing risks and issues
- Responsible for identifying, measuring and documenting project risks and ensuring mitigation strategies are put in place in a timely manner. Escalating the appropriate risks to the right forum when required and ensuring all parties understand their role in managing the risk
- Manage internal and external stakeholder expectations for the delivery of the project. Ensuring the timely escalation of any issues to senior management and co-developing resolution plans to correct the issues
- Ensure project metrics and performance are monitored in line with any agreements and reported on as per agreed methods within the organisation to ensure consistency in delivery across the Government of Jersey

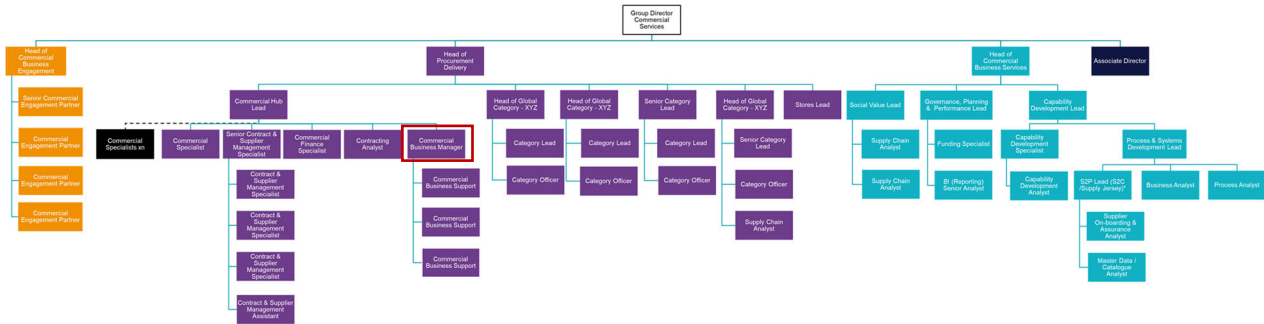
- Accountable for identifying where existing administrative policies and working practices will need to change in order to maximise the benefit of these new Commercial Projects
- Engage with senior stakeholders and lead departmental teams and external parties to introduce changes to their working practices in order to take full advantage of the new commercial solutions
- Responsible for designing quality audits and monitoring mechanisms, reflecting the different stages of project implementation, to ensure that external parties deliver to project specification and that the organisation is maximising the solution's benefits

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure





Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience</p> <p>Holds or is working towards a recognised project management qualification (e.g. PRINCE2, AGILE, Lean, etc).</p>	
Knowledge	<p>Demonstrable knowledge of business engagement, stakeholder management, influence and coordination across organisations</p> <p>Extensive knowledge of project management methods and tools, selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.</p> <p>Knowledge of managing projects with high levels of organisational change within large, complex organisations</p> <p>Confidence in providing advice and constructive challenge at all levels within an organisation</p> <p>Knowledge of risk identification and management within large, strategic change programmes that impact organisations at all levels</p>	<p>Understanding of the Jersey political landscape (how things get done)</p> <p>Understanding of the Government Plan</p> <p>An appreciation of the Team Jersey and One Government vision.</p>
Technical / Work-based Skills	<p>Ability to bring together and articulate the broader business context and understanding of the strategic business priorities and objectives. Coaching others to ensure they are comfortable discussing these with strategic stakeholders across the organisation</p> <p>Excellent ability to monitor and manage performance against contracts, KPIs and SLAs.</p>	

	<p>Meeting with suppliers and the supply chain to discuss performance and develop improvement plans to address poor performance</p> <p>Ability to draw on a range of consulting skills to drive strategic stakeholder engagement, effective communication, demonstrate creativity in problem solving, develop and deliver compelling solutions and manage the people side of change</p> <p>Skilled in control procedures and ensuring project deliverables are completed within the terms of an agreement</p> <p>Excellent ability to identify and manage risks within supply chains, communicating effectively with all parties involved to reach positive outcomes. Can coach others to enhance these skills within the team</p>	
General Skills/Attributes	<p>Demonstrable business and network engagement skills, with the presence to manage teams and be a role model for other team members, influence positive outcomes and the confidence to challenge</p> <p>Demonstrates excellent organisational skills whilst working under pressure and coordinating a wide range of stakeholders with competing priorities</p> <p>Demonstrable capability to troubleshoot and collaboratively resolve problems that occur throughout the commercial lifecycle</p>	
Experience	<p>Demonstrable experience of managing and leading the implementation of new projects within large, complex organisations. Developing and refining the service offering to meet organisational needs</p> <p>Demonstrable experience of effective and successful Project Management within large, complex organisations undergoing significant change</p> <p>Demonstrable experience of leading the realisation of benefits of major projects to ensure the organisation maximises the benefits from its investments</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities, attributes and behaviour indicators.