

Role Title	Commercial Manager Repairs Service
Reports to:	Head of Planned Works
Job Family	Place
Competency Level	Senior Manager
Pay Scale	PO8
<p>Purpose</p> <p>The Commercial Manager is responsible for overseeing contractual compliance, governance, and financial performance of the repairs contracts across the housing assets service, for both planned works and responsive repairs. This role ensures effective monitoring of both revenue and capital spend, contractor productivity, and performance against KPIs.</p> <p>The Commercial Manager acts as the primary liaison between the council and its clients/stakeholders, ensuring high-quality, compliant, and cost-effective repairs and maintenance services. The role focuses on relationship management, contract performance, budget oversight, and customer satisfaction.</p> <p>It involves ensuring value for money is achieved and service outcomes are optimised, by analysing expenditure against service delivery outputs, identifying opportunities for savings, whilst delivering a high-quality service for residents. The Commercial Manager will ensure accurate monitoring of financial expenditure, and accurate financial forecasting to ensure the service is delivered within budget, and provides value for money.</p> <p>The role also monitors commercial and service risk, ensuring contractual processes are being followed by council officers to minimise the council's contractual and financial risk exposure. The Commercial Manager also oversees open book reviews of service providers to ensure value for money is being achieved, partner resources are commensurate with the service being provided, and there is a robust audit trail of expenditure for the services provided.</p> <p>The postholder will prepare and present monthly performance and financial reports to stakeholders.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Ensure efficient financial and contractual management within a complex service area.</p> <p>Control operational activities and ensure compliance with contractual and governance standards.</p> <p>Manage risk and advise on issues arising from financial and contractual management.</p> <p>Maintain strong relationships with contractors, partners, and suppliers to ensure service</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p>

<p>delivery meets KPIs.</p> <p>Develop service plans aligned with strategic business goals and ensure compliance with statutory standards.</p> <p>Lead continuous improvement initiatives and maintain safeguarding, health, and safety standards.</p>	<p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p> <p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> <p>Customer outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>

<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>
<p>Implement a risk management programme and advise on issues affecting Council service areas.</p>	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
<p>Ensure the successful implementation of health and safety legislation, policies and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p>

	There is a safe working environment.
Job Specific Accountabilities:	
<p>Understand and report on contractual procedures and governance frameworks.</p> <p>Setting, monitoring, and managing budgets for repairs and maintenance expenditure, including processing invoices, variations, and purchase orders, and conducting monthly forecasting</p> <p>Monitor spend across assets and ensure alignment with budgetary requirements.</p> <p>Monitor and report on contractor productivity and performance against KPIs for both revenue and capital spend.</p> <p>Prepare and present monthly performance and financial reports to stakeholders.</p> <p>Work closely with the Commercial Lead Finance Manager to ensure financial integrity and compliance.</p> <p>Support procurement processes and contract administration as required.</p> <p>Ensure robust monitoring and reporting mechanisms are in place for all contractual obligations.</p>	<p>Independent analysis and interpretation of financial and performance data is provided, allowing decisions to be made following consideration of financial resource and control implications.</p> <p>Monitoring and reporting of financial performance against capital and revenue budgets is coordinated, providing options to managers to assist them to achieve a spend to budget position at the end of the financial year.</p> <p>Monitor and manage commercial and contractual risks to protect service delivery.</p>
<p>Assist in service reviews and research projects to ensure that inefficiencies, irregularities and budget variances are investigated and reported, whilst identifying and implementing opportunities to improve service delivery and performance.</p>	<p>Strategic and financial risks are identified and assessed.</p> <p>Option appraisals and financial modelling are developed and produced.</p> <p>Business cases for new initiatives are reviewed, ensuring decisions are made with consideration of resource implications.</p> <p>Financial and other business-related information is researched, analysed, interpreted and evaluated to support service reviews, ensuring senior managers</p>

	are provided with robust information to make informed decisions.
Ensure partnership working across the Housing service, with other directorates within the Council, and with third party contractors.	<p>Effective partnership working results in a high-quality service delivered to residents, whilst ensuring that the Council's interests are safeguarded.</p> <p>Complex information is conveyed in a way that partners are able to understand.</p>
Complete relevant statutory accounts.	Financial and grant returns are completed where relevant.
Provide accurate financial information, both through regular reporting and in response to ad hoc requests and research.	Requests for financial information are responded to accurately and efficiently.
Provide advice, support and financial training to service managers on systems and procedures, including operating Oracle, to improve service delivery and standards of financial management.	<p>The maintenance and configuration of the Corporate financial management systems are supported.</p> <p>All financial coding and reporting structures within the corporate financial management system are created, maintained and developed.</p> <p>Specialist system support and training courses on all financial aspects of the corporate financial management system is provided.</p>
Monitor progress against timetables and implement corrective strategies in the event of slippage or potential problems.	Proactively manage programme and financial risks, to achieve planned works outcomes within budget parameters.
Provide support to the Housing transformation agenda by identifying efficiencies, producing costings, assessing ways of working, systems and processes.	Council is able to minimise waste and maximise efficiencies.

Nature of Contacts

Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

Procedural Context
<p>Manage highly complex / high risk issues within a framework of policy and regulatory guidelines and compliance. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take.</p> <p>Significant knowledge and experience in contract and financial management, ideally in a repairs environment is required, to resolve budgetary issues and proactively anticipate and mitigate problems. Close budgetary management and a focus on efficiencies is required amidst a difficult financial environment for local authorities.</p> <p>Manage highly complex issues within contractual, policy, and regulatory frameworks.</p> <p>Exercise expert judgment in assessing stakeholder requirements and mitigating risks. Design and implement innovative solutions to enhance service quality and efficiency.</p> <p>Enable others to understand changes and developments in relevant areas.</p> <p>Occasionally the post will be expected to work from other locations.</p>
Key Facts and Figures
<p>The Council's stock is over 10,000 homes.</p> <p>The Housing Asset Management capital budget is over £30m.</p> <p>The Housing Asset Management revenue budget is over £20m.</p>
Resourcing
<p>Budget Responsibilities: In collaboration with the Head of Planned Works and AD Repairs and Planned Works responsible for total Planned Works budget of circa £30m per annum and responsive repairs revenue budget of circa £20m per annum.</p> <p>Supervisory Responsibilities: Nil direct – matrix management of staff and contractors on a project by project basis as required.</p>
Knowledge, Skills and Experience
<ul style="list-style-type: none"> • Proven experience in a commercial or contract management role within a facilities management, repairs, maintenance, or social housing environment. • Track record of managing budget and contract performance, achieving budget and performance targets. • Experience of assisting budget holders to understand and manage their budgets and prepare robust forecasts of outturn expenditure. • Strong understanding of contractual governance and compliance. • Experience of analysing service and financial performance data to identify opportunities for service improvement and efficiencies. • Experience of analysing financial and service performance data to assess commercial and service risk, and identify risk mitigation measures. • Experience of managing a team of staff to deliver high quality financial advice to Councillors and Senior Officers. • Experience of managing complex projects/financial issues. • Ability to deliver effective budgetary control and to assist in the identification of corrective strategies to contain expenditure within Budget.

- Ability to contribute to financial strategies that are based on thorough analysis of needs and risks.
- Ability to convey complex financial and regulatory information in styles that meet the needs of internal and external recipients.
- IT skills, including Microsoft Office suite, and skilled in the use of a computerised general ledger system, including experience of developing systems to achieve desired business outcomes.
- Experience using Oracle.
- Able to work in an inclusive manner with staff and residents.

Indicative Qualifications

Relevant professional qualification in contract management, finance, or related field
Educated to degree standard or equivalent.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.