

Job Description

Job Title	Commercial Technician
Reports to Job Title	Head of Commercial Service
Division and Directorate	Commercial and Procurement
Job Reference	21845A

Job Purpose

Organise, provide data and reports that support the Head of Service in protecting Highways England's commercial interests as a Balanced Intelligent Client. Organise, provide data and reports that supports the delivery of a consistent and high-quality approach to commercial and procurement services. Financial management of service supplier accounts. Manage team organisation, performance reporting and learning and development.

Key Accountabilities

1. Balanced efficient delivery of immediate defined outcomes and encourage continual improvements.
2. Provide professional advice, identify needs, understand priorities and potential threats to team success, defining mitigation to achieve continually improving delivery.
3. Payment of commercial and procurement service support suppliers
4. Key in-team communication to and from the commercial and procurement directorate, supporting a culture of continuous improvement.
5. Develop positive business relationships with external stakeholders to the team.
6. Contribute to service delivery agenda, managing business expectations, optimising the ability to succeed in delivering team objectives.
7. Maintain own CPD so that all necessary professional development activities are undertaken.
8. Complete, including 360-degree feedback, annual appraisal to evaluate and plan professional development.
9. Develop and maintain awareness of industry practices and external developments in the profession including networking, professional and industry publications and other means.
10. Act as an ambassador, in the businesses support community, for commercial and procurement to enhance its directorate reputation.
11. Diarising annual schedule of employee reviews.
12. Maintaining documentation management relating to commercial activity in schemes.
13. Personal development.
14. Promote the commercial and procurement team's reputation through building visible and effective pan business relationships.

People management responsibilities

- Direct single function – 1 - Direct

Budget management responsibilities

- Revenue Decisions – Contributory - £20,000

Key contacts/relationships/stakeholders managed

- Commercial Programme Directors
- C&P team
- Regional Programme Management office
- Project Teams
- Suppliers

Person Specification

Business Knowledge and Experience

- Relevant business qualification or working towards qualification, Book keeping, CIPD, Accountancy, business management or similar
- Knowledge of business systems. Experience of operating technical services as part of a large business.
- Know how to manage the integrity of team business relationships in the use of public money.
- Able to translate, and deliver at pace, business priorities, influencing the direct managed team, clear outcome-focused objectives. Inspire, through passion and ownership, the achievement of these objectives
- Experience to influence the team as high performing while working safely and effectively aligned around common goals.
- Experience to take decisions effectively selecting the Option most likely to mitigate business and team success threats and realise outcome opportunities to achieve sustainable and continual improvement.
- Inspire people to be the best they can be. Create an environment that allows all levels of the team to contribute to the continual improvement of processes and tools.
- Coach and inspire, as a critical friend, assistant commercial technicians and project team members on the application and interpretation of commercial issues.

Functional / Technical Skills

- Use experience and knowledge to routinely deliver a consistent and high-quality approach to tasks. This includes delivering within policy and strategy, supporting business papers, team budget management, payments to suppliers, team logistical administration.
- Communicate, to the team senior managers, advice on cost management of suppliers with experience of using financial management, analysis and interpretation to achieve outcomes.
- Use experience and professional knowledge to respond to team issues to create an agile but consistent service. Make the team decision to escalate management issues when necessary.
- Analyse, and provide team management information and reports to identify trends and address issues proactively.
- Providing routine financial information to team managers to empower them to hold team members to account and deliver annual goals.
- Lead the planning and implementing of team training and encourage innovation, empowering and inspiring the team to continuous improvement.
- Proven capacity to absorb and analyse diverse information and use strong practical influencing skills, both internally and externally to optimise team success.
- Talent acquisition and training

- Service supplier payment
- Budget management

Values and Behaviours

Embrace the organisation's values and model associated behaviours:

- **Safety:** Keep ourselves and others safe, above all else
- **Passion:** Deliver with energy and pace, care about what we do, continuously improve and innovate, provide great service in everything we do
- **Integrity:** Open, honest and professional, respect and value the contribution others make, do what we say, always do the right thing
- **Teamwork:** Work together effectively to achieve our goals, work efficiently and flexibly, listen to others and communicate clearly
- **Ownership:** Take accountability, learn from failure and celebrate success, agree stretching goals and delivering them, maintain focus on our imperatives

Health & Safety

Be accountable for delivery and governance of the 5 Year Health and Safety Plan across the business; provide interpretation and support as appropriate. Embed safety as the first imperative across all areas of your responsibility. Recognise the behaviours that enable the culture change required to achieve the Plan and deliver the objectives of the organisation. Engage and collaborate as appropriate with the wider business, supply chain and other stakeholders to promote health and safety, recognising behaviours that bring the Plan to life and help us realise the vision. Support the evolution of a culture that follows fair rules effectively, welcomes the opportunities to learn from incidents and near misses, taking appropriate remedial action and holding people to account when necessary to ensure that the organisation's objectives are achieved.