

Job Description

Job Title: Commercial Manager, Enterprise Team

Salary: £35,000

Responsible To: Enterprise Director

The role is full-time (37 hours per week) and is for a fixed term of two years.

Job Purpose:

The Commercial Manager will contribute to the reinvention of the Urban Green Newcastle visitor attraction, hospitality and retail offer. The Commercial Manager will work closely with the Enterprise Director to develop, deliver and execute the Urban Green Newcastle commercial strategy. A key member of the Enterprise Team, the Commercial Manager will lead on the review of projects from the Enterprise Pipeline, will own and create the business cases for new initiatives, prioritise projects to maximise financial return and drive commercial success for Urban Green Newcastle. The Manager will provide commercial expertise, implement best practice and be responsible for maximising profits and minimising risk. Central to this role will be attracting and identifying new opportunities, whether through existing partnerships or new initiatives.

Principal Duties and Responsibilities:

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- To be responsible for the redevelopment of the Urban Green Newcastle visitor attraction, hospitality and retail offer and ongoing improvement of our commercial performance.
- To work closely with the Enterprise Director to deliver the Urban Green Newcastle commercial strategy.
- To lead on the development of the commercial plan including the full P&L impact of the strategic change initiatives, the assumptions and dependencies for delivery as well as base growth assumptions for each commercial function.
- To actively pursue new and innovative business opportunities.
- To ensure new and existing initiatives are operating within agreed financial and commercial targets in line with the commercial strategy, delivering outstanding commercial outcomes in line with our charitable objectives.
- To analyse sales, marketing, finance and other reports to gain insights into how to improve commercial performance and maximise growth and to carry out ongoing commercial and customer analysis.

- To prepare detailed, accurate and inspiring tenders and manage the appointment of contractors, contributors and vendors.
- To manage and maintain sustainable and productive relationships with new and existing clients.
- To negotiate contract terms, identify opportunities for new contracts and conduct lease reviews as appropriate.
- To work closely with the Programme Manager in reporting and forecasting of budgets.
- To manage daily operations and provide excellent client and customer service.
- To generate reports on the progress of the programme at regular intervals to the Enterprise Director and Senior Management Team.
- To identify and progress opportunities for cross selling activities.

Person Specification

Job Title: Commercial Manager

Category		
<p>Skills, Knowledge and Aptitudes</p>	<p>A strong understanding of the hospitality retail sector and the challenges faced in driving sales, profit, efficiencies, compliance and consistency across a wide-ranging portfolio.</p> <p>Excellent commercial acumen and the ability to deliver commercial targets but understand the context and ambition of Urban Green Newcastle.</p> <p>Excellent client-facing and internal communication skills.</p> <p>Excellent negotiating and verbal communication skills.</p> <p>A results-oriented approach.</p> <p>Demonstratable knowledge of commercial lettings, leasing, service charge collection, tenant negotiations and related duties.</p> <p>Initiator and collaborator.</p> <p>Strong organisational and project management skills with an attention to detail and the ability to work to tight deadlines on multiple projects.</p> <p>Strong team skills, able to engage and motivate colleagues cross-functionally.</p> <p>Excellent written skills with the ability to produce detailed accurate and inspiring tenders.</p>	
<p>Qualifications and Training</p>	<p>Educated to degree level or equivalent demonstrable experience.</p>	

	Strong working knowledge of Microsoft Office.	
Experience	<p>A proven track record of identifying successful value-add asset management initiatives.</p> <p>Experience of setting up, supporting and maintaining food and beverage concessions and visitor attractions.</p> <p>Experience of managing complex projects across multiple workstreams.</p> <p>Experience of working in multidisciplinary team.</p> <p>Experience of budget responsibility and strategic awareness of financial issues.</p> <p>Experience of writing detailed, accurate and inspiring tenders.</p> <p>Experience of working in a customer service focused environment.</p>	
Disposition	<p>Excellent negotiator with the ability to manage conflicting demands.</p> <p>High level interpersonal, communication, networking and representational skills.</p> <p>The ability to manage and meet partner/client/customer expectations.</p> <p>Able to cope with pressure and high expectations.</p> <p>Hardworking and conscientious with meticulous attention to detail.</p> <p>Committed to working confidentially and with integrity.</p>	

	Can-do attitude with a positive approach to planning, problem solving and decision making and great team spirit.	
Special Requirements	Ability to undertake any other reasonable duties to support the operations of the organisation as and when required.	