



ROLE PROFILE

Commercial Manager

Why do we have this role?

Resonate specialises in providing mission critical systems and data science led solutions, primarily in the transport industry. Our Commercial Manager is responsible for ensuring that client contract strategies, both pre-contact and throughout the life of the contract, are developed and implemented in harmony with our business strategies. They are responsible for managing the ongoing contract administration to support cross-functional delivery (including subcontracts and engagement with external advisers), and managing commercial engagement with the client.

What are the key objectives?

- Understand the portfolio of client contracts to identify, advise and support day to day decisions that may have a commercial impact, ensuring decisions fit within contract and business strategies;
- Provide support to the Whole Life Customer Engagement team including contract analysis of terms and conditions, preparing responses to bids and proposals, and supporting pre-contract negotiations;
- Identify, assess and mitigate commercial risks at both the pre-contract stage and throughout the full contract lifecycle;
- Resolve commercial issues as they arise, so that the overall programme, contract, commercial and performance requirements are met;
- Ensure that client contractual commitments are visible, communicated and understood, so that the business can fulfil its commitments and maximise the business' entitlement when providing goods and services under the terms of the contract;
- Advise and provide support to the business on contract variations and claims, such that both the direct and indirect consequences of any change is understood and appropriate action taken;
- Lead engagement with suppliers and partners on the preparation and negotiation of subcontracts at the bid stage, and their ongoing amendment and administration through the contract lifecycle;
- Ensure an appropriate level of governance at both the pre-contract stage and throughout the life of the contract;
- Engage with external advisers on commercial matters, as necessary, to complement in-house expertise.

Top Internal Relationships

1. Business Delivery and Commercial Director (reports to this role)
2. Programme Realisation team
3. Whole Life Customer Engagement team
4. Commercial support to all functions across the business

Person Requirements

Profile

- Demonstrable experience of preparing, negotiating and managing different types of contract including fixed price, target price delivery and service contracts, ideally with benefits share or SAAS contracts;
- Personally resilient and comfortable developing robust relationships;
- Flexible in approach and knowledge, able to service both supplier and client requirements;
- Appropriate commercial qualification.

