



ROLE PROFILE

Commercial Manager

Why do we have this role?

Resonate's vision is to create a truly connected rail network, using our deep technology expertise and rail industry experience to deliver game-changing solutions that meet transport challenges across the UK and beyond. We are a company that is excited by the possibilities offered by technology and are driven by improving experiences for passengers globally.

We are building digital platforms that deliver operational management and decision support to improve the quality of customer journeys across the rail network.

Our people are critical to our success and as our Commercial Manager, you will be 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, managing the ongoing contract administration to support cross-functional delivery (including subcontracts and engagement with external advisers) and managing commercial engagement with the client.

Through these responsibilities you will play a key role in delivering the excellence, assurance and quality required to deliver high integrity systems and drive our success.

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 all Directorates, 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 Operational Relationships

1. Commercial Director (reports to this role)
2. International and UK Business Development Directors
3. Client Services
4. Commercial Support to all Directorates across the business
5. External clients, suppliers, and advisors





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Person Requirements

Profile

- Demonstrable experience of preparing, negotiating, and managing different contract types including fixed price, target price delivery and service contracts, ideally with benefits share or SAAS contracts
- Must be confident reviewing, assessing, and negotiating complex external/client commercial terms that recognise the complexity of our sales and delivery
- Resilient and comfortable developing robust relationships
- Flexible in approach and knowledge, able to service both supplier and client requirements
- Appropriate commercial qualification

Our Values and Behaviours

At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to engage with our vision and display our values and behaviours in their day-to-day activities.

We have adopted a flexible, hybrid approach to work location - talk to us about your preferences. If your role is based at one of our offices, you will still have opportunity to work from home and may also be required to do so. This may be on a permanent basis (full or part-time) or at such times as the Company may require, for example in an emergency or pandemic context.

