



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



Person Requirements

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- 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, Behaviours, and Flexibility in How we Work

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.

Joining the team and contributing to our vision should not be determined by traditional views of working, our background, or our personal circumstances. What we do, when we do it, and where, should promote positive outcomes - meeting client commitments, innovating, and collaboration with colleagues – flexibility is key to this.

This role could be based in Derby, Milton Keynes, or London, and we have adopted a flexible, hybrid approach to work and work location - so please talk to us about your preferences and how these could work for both you and the team. Our normal full-time hours are 37 per week, but there is a great deal of flexibility over start and finish times, so this role may well suit an individual looking for an arrangement that suits their needs and commitments, around our current requirement to be in the office at least one day per week.

Commercial experience is key in this role, so it could suit a career returner looking to get back into the work as much as someone already in a related role looking to change employer or sector.

