|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Portfolio Commercial Manager | **Responsible to:** | Strategic Portfolio Management Office Lead  |
| **Division:** | Member Experience, Digital and Data  | **Department:** | Portfolio  |
| **Direct Reports and Level:** | As role expands it is likely to support commercial team membersInterface to Finance Business Partner and Senior Procurement Category Manager (IT)  | **Scope:** | MEDD Portfolio  |
| **Scale:** | Global  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 1 | **Role Family** | Digital, Data and Change  |

|  |
| --- |
| **Overall Role Purpose** |
| Reporting to the Strategic PMO Lead, in partnership with the finance and procurement leads and associated MEDD stakeholders and processes, being accountable for the development and management of the Portfolio commercial and financial plan. In addition, develop robust controls and processes across the MEDD function in relation to spend management, budgetary control, performance in line with the procurement and legal frameworks.  |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational:*** Supporting and providing input to the MEDD business cycles for planning, implementation and reviews working to optimise performance at every opportunity.
* Develop and maintain the MEDD Sourcing Approval Board and own the process and artifacts to support effective input to the procurement and legal review processes.
* Support with the Vendor Management Framework and leverage the capabilities of third parties across the category by inputting feedback from project teams.
* Develop and implement management data to track and measure performance and identify bottlenecks in process and to assist associated teams with scheduling work from MEDD.
* Aligning with the PPP Framework, triage via Procurement and plan flow of work with procurement team to ensure a smooth and timely outcome in line with project timelines
* Embed, support and ensure governance of the Procurement teams processes and systems to improve working practice and provide continuous improvement across the project and operations teams
* Support the onboarding of new vendors and maintain accurate records of capability and spend by providing a single point of contact for legal and procurement in line with the MPS Vendor Management Framework.
* Provide the internal delivery teams with guidance and compliance oversight to all IT organisational spend, including internal resource costs and recharging data.
* Support MEDD stakeholders with investigation to budget variances and interface to BP’s
* Partner with the internal project delivery teams and Senior Procurement Category Manager (IT) to provide guidance and compliance oversight to all IT spend including internal resource costs and recharging data.
* Lead on Change Control Processes Identification, recording, notification and negotiation of change in accordance with the contract and involving Procurement and Legal in line with Policies
* Provide the MEDD interface to RFP Documentation and ensuring all documents are drafted and reviewed by the relevant SMEs across the MEDD Division and aligned to procurement standards.
* Develop and establish effective processes and systems to show compliance to all finance and procurement approvals for audit purposes and to ensure MEDD accountabilities are in place
 | * Divisional priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Financial performance Vs plan
* Operational Metrics Vs SLAs
 |
| **Financial*** Accountable to drive the planning, monitoring and managing of MEDD budgets overhead, expenditure across operations and change in line with the planning and performance financial cycle
* In conjunction with the BI and procurement teams, manage and develop the production of metrics from third parties and organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance and trends.
* Take an active role in the monitoring and reporting of business benefits and related review sessions post implementation in partnership with finance.
* Coordinate essential inputs to finance and procurement teams to ensure that timely and accurate submission of data from MEDD team.
* Support the departmental timesheet process to ensure it is robust and that financial outputs are understood and tracked and suitable to support finance and capital recharging.
 | * Operational budget Vs plan.
* Member numbers Vs plan.
* Income Vs plan.
* Retention targets delivered Vs plan.
* Reports communicated on supplier divisional compliance.
 |
| **Member*** Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency.
* Deliver on KPIs, financial targets and great member experience and outcome.
* Always deliver fair treatment and outcomes for Members and compliance with associated policies and standards set out by Council, its committees, and delegated authorities.
 | * Net Promoter Score
* Member satisfaction survey results Vs plan
* Stakeholder feedback
* Operational Metrics Vs SLAs
* Quality monitoring / outcomes testing scores / compliance testing and internal audit scores.
 |
| **People*** Build and maintain positive relationships with a wide range of stakeholders taking a collaborative approach to ways of working and problem solving.
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Take an active role in promoting a more inclusive environment which aligns with our commitment to celebrate and promote diversity.
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
 |
| **Risk*** Maintain a strong culture of compliance across all vendor facing and commercial processes, challenging if required to ensure processes are followed across the team
* Alongside the Senior Procurement Category Manager (IT) support in the management of Procurement risk to enable resolution and mitigation of potential impact on MPS, Members and colleagues.
* Ensure appropriate business processes and controls are in place to support change activity within risk appetite; comply with policies and regulatory requirements (as applicable).
* Contribute to an environment where all colleagues recognise the importance of adherence to policies and procedures, risk identification and management.
* Shape and development interfaces to business processes and controls to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
* Support effective and robust supply chain due diligence and governance and its implementation aligned to the Vendor Management Framework.
 | * Compliance with organisational Risk & Control policies and processes
* Risk & Control Self- Assessments
* Audit Actions
* Internal and External audit outcomes
* Report third party risk
 |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Contribute to Divisional performance reporting and performance metrics.
* Champion the implementation of strategic sourcing strategies and tools as defined by finance, legal and procurement across the MEDD team to ensure compliance to agreed processes and governance as set by procurement.
* Assist in the development and maintenance of management reporting to assist in the efficient running of commercial processes and actively identify and remove bottle necks to the process.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
 |
| **Key Governance Responsibilities** |
| * Participate in MPS Committees and sub-groups (where required)
 |

|  |  |
| --- | --- |
| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Knowledge in the production of consolidated financial budgets and forecasts within a business change environment
* Knowledge of procurement practice, supplier, and contract management.
* Proficient IT skills including MS Word, MS Excel, and MS PowerPoint, and comfortable with numerical reasoning.
 | * Demonstrable work experience.
* Analytical skills and strong commercial acumen.
* Ability to work to tight deadlines.
* Excellent attention to detail.
* Ability to engage and challenge at all levels; strong influencing skills coupled with tenacity and resilience.
* Excellent communication and influencing skills to liaise with stakeholders at varying levels.
* Be able to coach and provide commercial guidance to relevant teams and stakeholders.
* Be a self-motivator, but also able to work well as part of a team and have a strong hands-on approach.
 | * Background in administering complex processes.
* Proven experience of working alongside business change teams or digital delivery programmes working in collaboration with third party suppliers and internal IT teams
* Experience of developing and maintaining procurement and financial data.
* Detailed understanding of procurement processes and procedures.
* Experience in handling confidential information and communicating clear messages internally and externally.
* Experience of translating financial information to different audiences
 |
| **Desirable** | * Qualified accountant (CIMA / ACCA / ACA) with post qualification experience
 |  | * Previous experience of transformation and change.
* Experience of operating in a complex, commercial organisation.
* Supplier Relationship Management experience
 |