

Strategic and Commercial Manager (Tier 4)

Directorate/Group:	Communities/ Waste & Environment
Accountable to:	Lead Commissioner – Green Spaces
Accountable for:	~ 6 FTE, up to 10 individuals Budget responsibility ~ £1.2m revenue expenditure and income; £200k annual capital maintenance plus individual capital projects ~ £15m.
Politically restricted post	No
Commissioning team:	Green Spaces
Grade	N

Context

You will play an active role as part of our Country Parks management team working to deliver our Council outcomes from these key natural capital assets.

You will support the Lead Commissioner to lead the Country Parks service, with a particular focus on the commercial and strategic elements. You will help ensure that our activities are targeted towards the Council's strategic priorities, underpinned by a commercial approach to ensure affordability of the service. You will lead a team to deliver these areas for the Country Parks.

You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none">• Management of the service's specific activities relating to income generation, maintenance and major investments; communications, marketing and events planning/coordination; health, education and community focused activity; volunteer management; and commercial monitoring and reporting• Management of Country Parks budgets and forecasts, with specific reference to income generation from commercial activities• Close working with Operations Manager – Country Parks, including staff and budgetary considerations, to ensure a cohesive, efficient and effective service at all times, including cross-cutting activities.• Leading on all corporate reporting and monitoring requirements for the full service.
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	<ul style="list-style-type: none"> Relationship development and engagement with internal and external partners (public, private and third sector) to identify and deliver opportunities for collaboration and/or commercial partnerships.
Key business measures	<ul style="list-style-type: none"> Income generated through different channels Hours of education/health/community activity provided Social media and other communication success
Specific experience	<ul style="list-style-type: none"> Three years' senior experience of team, public sector commercial service, and budget management/accountability Experience in Country Parks or similar services. Experience in communications/marketing for commercial public services Knowledge of green space management Knowledge of volunteer management practices Understanding of how public health and education outcomes can be delivered through natural capital assets Understanding of how good monitoring frameworks and practices create effective quality and performance management
Specific qualifications/and registration	None required as essential; good candidates will have relevant degree or similar level qualification
Budget responsibility	~ £1.2m revenue expenditure and income; £200k annual capital maintenance plus individual capital projects ~ £15m.
FTE responsibility (line management)	Direct management of 5.98 FTE, up to 10 individuals
Key stakeholder relationships	<ul style="list-style-type: none"> Commissioning and Delivery colleagues, and any other internal stakeholder as required. External partners including policymakers such as regional and sub-regional public bodies, and commercial partners, funders and supporters. Customer and user groups, including volunteers.

Generic capabilities of the role

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Generic Capability	Descriptor
Strategic thinking & planning	<ul style="list-style-type: none"> • Identification of business requirements against demand for the service(s) • Formulating short term (1 year) strategies and plans to meet demand for the service(s) • Use of insight, best practice and research to inform commissioning intentions and key business measures

- Contribute to the commissioning intentions, key business managers and plans based on demand for the short term (1 year)
- Develop the 1 year delivery plan in conjunction with the delivery teams
- Contribute to the development of policies
- Ensure that insight, best practices, market research and trends are considered in the commissioning intentions.

Generic Capability	Descriptor
Innovation & change	<ul style="list-style-type: none"> • Focus on new ideas, improvement and innovation • Problem solver

- Undertake periodic review(s) of commissioning intentions, outcomes and key business measures to identify areas of improvement
- Support the development of options appraisals to assess the most suitable means of delivering the commissioning intentions
- Ensure the right provider is commissioned to achieve our objectives through a mixed economy of internal and external suppliers.
- Work in collaboration with the Operational Managers and Commissioning Support Unit, to put in place frameworks to monitor and manage quality performance of commissioned services.

Generic Capability	Descriptor
Finance & commercial	<ul style="list-style-type: none"> • Effective budget setting and monitoring • Contract negotiation and commercial partnership management • Quality monitoring and measurement • Oversight of contract set up, establishment and ongoing monitoring

- Manage budgets in line with commissioning outcomes, including commercial and trading targets
- Take action where the performance of providers is unsatisfactory
- Ensure compliance to the specific statutory, compliance, contract, practice and performance frameworks
- Support the Delivery Manager in contract set up, establishment and management
- Manage the decommissioning of contracts where applicable

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Generic Capability	Descriptor
Influence & relationship management	<ul style="list-style-type: none"> Relationship development and management Influence and shapes the market Collaborative working

- Support the development of key partnerships
- Support the shaping and influencing the market
- Support the co-production of commissioning strategies and intentions with key stakeholder groups
- Support any required consultation activities

Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"> Workforce development Workforce planning

- Recruit and ensure effective on-boarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"> Monitors the service performance framework Ensure best use of resources Ensure effective service design Oversight of budget

- Plan, task, deploy and co-ordinate resources to meet changing commissioning needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectivesHold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
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Organisational leadership & resilience	<ul style="list-style-type: none"> • Deals with performance issues • Maintains business continuity • Role model of how we work principles
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- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



Our Behaviours



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