 **APPLICATION PACK**

Dear Applicant,

**Role: Commercial Manager**

Thank you for your interest in the above post. In this pack you will find:

* Job description
* Person specification
* Application form
* Equal opportunities monitoring form

Please read the attached Job Description and Person Specification before completing the application.

Completed application should be e-mailed to Nadia Lutsenko at [enquiries@castlefurniture.org](mailto:enquiries@castlefurniture.org) no later than 5pm on Sunday 23rd October 2022

If you have any queries about this post, please contact Nadia at the above email address

Yours faithfully,

Sylvia Ingram   
CEO

 **JOB DESCRIPTION**

Charity Number SC022079

**JOB DESCRIPTION**

**Post:** Commercial Manager

**Salary:** £40k (Depending on experience)

**Hours of Work:** Full Time

**Location/ Base:** Castle Enterprise Scotland, Fife

**Contract:** Permanent

**Responsible to:** CEO

**Responsible for:** Management and Staff Team

**Job Purpose**

The Commercial Manager is responsible to the CEO, for the management and development of the commercial activity of the charity. Together with the CEO, the Commercial Manager will develop a commercial and business development strategy seeking to maximise and grow income against challenging key performance indicators and targets. This will involve developing and increasing stakeholder engagement across a variety of organisations not only in Scotland but UK wide. The Commercial Manager will also provide leadership and direction to their team.

1. **Main Functions of Post**
   1. Accountable for staff management (and development for all team members (including volunteers) involved in commercial activity.
   2. Develop systems and processes to streamline future business activities including development, reporting and budget administration.

* 1. Responsible for overall performance against annual and quarterly outcomes, objectives and key performance indicators across all existing and new business activity.
  2. Accountable for commercial budgets, ensuring efficient and effective deployment of all business resources and driving value for money.

1. **Strategy** 
   1. Accountable for developing and growing business activity to provide income for the charity. This will include developing a commercial and business development strategy, providing new ideas and acting on all opportunities to meet the overall objectives and key performance indicators agreed with the CEO and Board of Trustees.
   2. Responsible for developing and leading strategies and implementation plans to increase income and business opportunities.
   3. Ensure effective delivery of, the commercial and business development strategy with key stakeholders, staff and other partners.
   4. Produce regular reports to the CEO and Board of Trustees to demonstrate performance against key performance indicators and progress against strategy work plans.
2. **Management**
   1. Responsible for the management of the staff team reporting to the post holder.
   2. Deputise for the CEO in their absence
   3. Ensure contractual and legislative applications to relevant external bodies to fulfil the organisations legal requirements, such as Exemption Certificates, Waste Transfer Notes, Waste Carriers Licences and the continuation of AATF and DCF status or similar to carry out the organisations commercial activities.
   4. Engage, influence and persuade individuals and organisations at a high level in both writing and verbally.
   5. Engaging with staff to assess their performance and, through supervision and mentoring, develop staff and assist them to meet their own personal objectives.
   6. Ensuring that the Castle message is clear and delivered through appropriate channels: print, social media, website, events and advertising.
   7. Oversee branding and marketing endeavours to ensure all efforts are aligned with business goals
   8. At all times ensure that all stakeholders under direct and indirect management adhere to the organisation’s Health & Safety, Equal Opportunities, Protection of Vulnerable Adults, Safe Working Practices etc.
   9. Communicating and supporting others in order to deliver CES’s Aims and Objectives.
3. **Relationships**

4.1 Attend networking events and build industry connections in order to facilitate business growth

4.2 Ensure that the organisation complies with contractual obligations, including reporting

4.3 Develop successful, profitable and long term relationships, including tendering and securing contracts within the public and private sector.

1. **Governance**
   1. Attend meetings with the Board of Trustees as required.
   2. Produce periodic reports and activity plans and ensure outcomes and objectives and key performances indicators are in place for all key priority areas.
2. **Stakeholders**
   1. Ensure that equality, diversity and inclusion are promoted throughout the charity.
   2. Ensure that regular customer satisfaction surveys are undertaken.

6.3 Ability to build strong relationships with industry contacts.

1. **Quality Assurance**
   1. Ensure compliance with recognised industry code of practice and to keep up to date with all new legislation industry codes of practice.
   2. Implement and deploy quality standards and operational procedures.
2. **Other**

8.1 This job description cannot cover every issue or task that may arise within the scope of the post. The post-holder will be expected to carry out other duties from time to time which are broadly consistent with the duties as detailed above

 PERSON SPECIFICATION

Person Specification

Detailed below are the skills, experience and knowledge that are required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements.

The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively. They are not essential but may be used to distinguish between candidates. The candidates’ application form will be used in the first instance to assess suitability. This if appropriate will be followed by an interview.

|  |  |  |
| --- | --- | --- |
| **Personal Skills/ Characteristics** | **Essential** | **Desirable** |
| **Qualifications**  Degree or professional qualification in a relevant field OR experience in related post and able to demonstrate competence to undertake the duties required.  Ability to demonstrate continuous improvement and self-development | √  √ |  |
| **Experience**  Experience of working within a challenging environment with multiple complex demands.  Experience of business development  Retail and management experience ideally within the charity sector  Experience of working at a strategic level  Experience in the use of IT systems and applications  Excellent problem solver and negotiation skills  Capable of using own initiative and meeting tight deadlines  Experience of managing change and implementing new ways of working  Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines. | √  √  √  √  √  √  √  √ | √ |
| **People Management**  Skilled in managing people with direct supervision experience  Ability to create a supportive and performance team  Experience of leading, inspiring and managing teams that inspires trust and confidence. | √  √  √ |  |
| **Relationship Management**  Experience of building relationships and working in partnership with a variety of organisations and individuals including suppliers and partners at a senior level  Experience of external communications e.g. media, publicity  Experience of building strong relationships with commercial contacts.  Must have strong negotiation skills | √  √  √  √ |  |
| **Operational Management and Planning**  Experience of developing, monitoring and evaluating organisational plans  Experience of monitoring resources and budgets  Knowledge of health and safety legislation requirements | √  √ | √ |
| **Personal Qualities**  Conscientious, honest and reliable with a passion for commercial business activities to meet challenging targets with a good head for business  Commitment to equality, diversity and inclusion to ensure that the needs of people, groups and communities are prioritised and met.  Ability to build and maintain effective working relationships and a positive attitude towards collaborative work with peers, colleagues and other professionals.  Energy, commitment and a clear desire to lead and finish projects. | √  √  √  √ |  |
| **Other**  Access to own method of transport to be able to travel as required | √ |  |