

BSK Charitable Trust

JOB DESCRIPTION

JOB TITLE: **Commercial Manager**

REPORTS TO: CEO

1. JOB PURPOSE

To lead and develop BSK's commercial operations to ensure commercial activity meets financial targets.

To participate in budget setting, forecasting and monthly accounting reviews for all business lines and to report monthly to the Commercial Committee.

To lead a team of commercial staff (including Catering Manager, Chefs, Print Manager, Print Technicians, Office Administrator and maintenance staff) to ensure that our commercial operations are delivered to high quality standards.

To be an active member of the senior management team in developing strategic direction and management of the commercial delivery function whilst balancing this with BSK's primary function of delivering its education, training, and employment programmes for people with learning disabilities and/or autism.

To deputise for CEO.

2. PRINCIPAL ACCOUNTABILITIES

- Responsible for the day-to-day management of the commercial operations
- Working with the CEO to implement the charity's commercial strategy and business plan
- Responsible for the setting of budgets and forecasting for all commercial enterprises to meet the strategic objectives
- Participate in monthly accounting reviews and be able to articulate reasons for all variances
- Develop and maintain the best possible supplier relationships and procure all supplies on the best terms negotiating discounts
- Make commitments in line with delegated authority
- Lead the development of BSK's enterprises to ensure they are responsive, scalable, quality driven and to maximise profitability whilst providing the right opportunities for people with learning disabilities and/or autism
- Product development, pricing, and evaluation
- Business case development for any new investments
- Work with the Programmes Manager to ensure crew have an influential voice in shaping future commercial operations
- Market the commercial enterprises as required to deliver the business plan and contribute to

marketing content

- Increase consistency in quality of our products and commercial operations
- Elicit and respond to customer feedback on commercial activities
- Ensure H & S requirements for all commercial operations are met and routine maintenance schedules are in place
- Recruit, manage, develop, support, and guide commercial staff ensuring they exemplify best practice in their role and that they are supporting learning initiatives in the right way
- Provide leadership, agree, and set KPIs for the commercial staff teams and measure performance against these
- Set rotas for commercial staff and work with Support Manager to ensure adequate cover for all day-to-day business areas and ad hoc events
- Participate in on call rota
- Ensure information is shared effectively both internally and externally

This is not an exhaustive list of accountabilities and the postholder will be expected to be flexible and adaptive to the needs of the business.

3. KNOWLEDGE AND SKILL

Experience	<ul style="list-style-type: none"> • 5+ years of management experience • Experience of managing people/teams • Business analysis skills • Experience of developing business lines or products • Experience of setting and managing budgets
Qualifications	<ul style="list-style-type: none"> • Appropriate First Aid training, Food Safety, H&S, SPELL, TSI and Fire training required though training can be provided
Skills & Knowledge	<ul style="list-style-type: none"> • Ability to maintain confidentiality and exercise extreme discretion • Excellent problem solving/judgment skills, and high level of attention to detail and accuracy • Good commercial acumen • Strong organizational skills, and the ability to work independently and under pressure • Ability to handle and prioritize multiple tasks and meet all deadlines • A commitment to the work and ethos of the charity • Excellent interpersonal skills and the ability to motivate, enable and empower individuals and to develop a strong team ethic • A strong team player with an ability to relate effectively to colleagues and individuals across organisations and to work strategically across organisational boundaries • Excellent ICT skills including Quickbooks and MS products with a high level of knowledge and experience of MS Excel