

## Ipsum Water (England & Wales) Limited – Commercial Manager, Chorley

### The Company

Our vision is to be the leading customer service focused provider of specialist utility and infrastructure solutions operating on both public and private networks. Providing great customer service is at the heart of what we do, and our commitment is to deliver this safely and innovatively through our highly skilled teams.

Ipsum has grown via the acquisition of companies with strong expertise that have been operating in the UK Utility and Infrastructure sectors for more than 20 years.

We operate across a National footprint working with customers such as Openreach, United Utilities and UK Power Networks, as well as some of the UK's largest industrial and retail businesses.

We are committed to supporting and developing our people to achieve their full potential. If you join us, as well as learning on the job, we offer structured learning in the form of apprenticeship programmes and sponsoring relevant professional qualifications. If your qualification gives you membership of an accredited professional body then we will reimburse your annual membership fee. Investing in our people and enhancing our expertise and flexibility enables us to deliver the highest standard of service to our customers.

We really value our people and so we like to look after them. In addition to an attractive salary, if you work for us, you'll enjoy a range of employee benefits which you can explore more about by visiting our website [www.ipsumutilities.com](http://www.ipsumutilities.com).

### The Role

#### Job Purpose

To provide commercial support to our key customer contract with United Utilities, working closely with relevant stakeholders including IT, Operations and Finance.

#### Principal Accountabilities

- Carry out commercial contract reviews.
- Identify and implement improvements to commercial processes and design and standardise processes and documentation.
- Provide commercial support to bid/ business development activities.
- Commercial cost management and monitoring and measurement.
- Resolution of issues with contracts and commercial operations.
- Preparation/ verification of any commercial claims.
- Conducting customer negotiations to successful resolution.
- Site visits, assessments and valuations.
- Commercial reporting to the business, attending meetings as required.
- Providing commercial progress and final account information.
- Commercial risk analysis.
- Productivity KPI definition & measurement.
- Commercial management of suppliers/ subcontractors including the introduction of contract documentation and terms and conditions.
- Management of accrued income.
- WIP management.
- Look for opportunities to grow the business.

### The Person

#### Qualifications

- Educated to degree level or equivalent or qualified by experience of the principal accountabilities set out above.
- RICS/ ICM membership would be advantageous.

#### Knowledge & Experience

- Good knowledge of the Utilities and Infrastructure markets.
- Demonstrable experience in flexible and agile team working in a fast-paced matrix environment.
- Comfortable in meeting and exceeding demanding internal/ external stakeholder expectations.
- The ability to act both strategically and tactically in relation to business growth and sector trends.

#### Skills & Personal Qualities

- Ability to work on own initiative or as part of a team demonstrating a teamworking ethos and mindset.
- Excellent influencing and negotiation skills.
- Well organised with a methodical work approach and attention to detail.
- Excellent communication skills with the ability to engage and build both internal stakeholder and external customer relationships.
- Computer literate with a high level of expertise in Microsoft products including Outlook, Word, Excel, Powerpoint, Access and Project.
- Creative and innovative approach to problem solving.
- Assist with the introduction of innovative ideas, processes and technology.
- Brings ideas, suggestions, and optimism and constructively challenges team mindsets with a focus on continuous improvement.

*Ipsum is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.*