## **Ipsum Water Scotland LTD – Commercial Manager – Hillington**

## **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 – we call this the Ipsum Way.

We’re always looking for people who are passionate about delivering outstanding customer service and who take pride in delivering essential services 24/7/365 that really make a difference to local people and communities.

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**

To provide commercial support to our customer contracts within Water Scotland Division, working closely with relevant stakeholders including IT, Operations and Finance.

## **Job Purpose**

* Carry out commercial contract reviews.
* Identify and implement improvements to commercial processes.
* Provide commercial support to bid/ business development activities.
* Commercial cost management.
* Commercial monitoring and measurement.
* Resolution of issues with contracts and commercial operations.
* Preparation/ verification of any commercial claims.
* Customer negotiation.
* 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 including terms and conditions.
* Management of accrued income.
* WIP management.
* Design & standardise commercial processes and documentation.

## **The Person**

## **Qualifications**

* Educated to degree level or equivalent or qualified by experience of the principal accountabilities set out above
* RICS or ICM professional membership 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.*