

Designation:	Commercial Support Officer
Grade:	Stroud 4
Responsible to:	Commercial and Cost Manager
Service Area:	Housing Contracts
Post Number:	TEN

ESSENTIAL CRITERIA

QUALIFICATIONS

- Good general education to an A level or equivalent standard and at least 5 GCSEs grades C or above including Maths and English
- Ability to use Microsoft Word, Excel, and Outlook

EXPERIENCE

- Ability to interpret and analyse financial information
- Understanding of delivering excellent internal/external customer service in a social and commercial setting
- Experience of managing budgets and expenditure
- Working within a multi-disciplined team
- Stock control in respect of materials supplies
- Invoice and job reconciliation processes

SKILLS & KNOWLEDGE

- Resilient, able to work effectively under pressure and meet challenging deadlines
- Organised with an attention to detail
- Excellent problem solving capability relating to financial and commercial risks
- Able to analyse financial and other information make sound judgements
- Able to adopt a commercial approach and demonstrate business acumen
- Procurement rules and activities

PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Ability to delegate and empower others
- Possess and ability to creatively problem solve issues
- Excellent negotiation and influencing skills

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

DESIRABLE CRITERIA

QUALIFICATIONS

- Degree qualified in a quantity surveying discipline
- P402 or P405 qualified in asbestos surveying
- Prince 2 Foundation and Practitioner

EXPERIENCE

- Implementation of, and maintaining of a quality management system
- Experience of managing change
- Programme and portfolio management
- Experience of complete life cycle / Planned Preventative Maintenance modelling

SKILLS & KNOWLEDGE

- Have relevant commercial management experience
- CDM 2015
- HHSRS
- Working Knowledge and an ability to use AutoCAD

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. Equality and Diversity

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual

differences and varied experiences.