

Job Title: ICT Commercial Manager	
Job Evaluation Number	C063

## JOB DESCRIPTION

<b>Job Title:</b> ICT Commercial Manager	<b>Location:</b> Kidlington and Southampton
<b>Job Family:</b> ICT	<b>Role Profile Title:</b> BB5 Police Staff
<b>Reports To:</b> Head of ICT Governance & Assurance	<b>Band level:</b> 5V
<b>Staff Responsibilities (direct line management of):</b> Vendor Manager & ICT Commercial Analyst	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** ensure ICT receives the best possible delivery of products and services from our 3<sup>rd</sup> party vendors, in line with contractual obligations. The post holder will ensure partner relationships are in place to ensure effective deployment of budget resources and consistent value for money is realised. This role will ensure the appropriate controls, reporting and planning are in place for the entire ICT budget.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

**The key result areas in the role are as follows:**

1. Responsible for the commercial management function across ICT to enable delivery of ICT strategy and departmental goals.
2. Responsible for the development, implementation and ongoing maintenance of ICT Vendor Management practice and processes, ensuring rules are adhered to, vendor and partner governance is in place and effective contract and services performance reviews undertaken. Supplier relationships to be leveraged and overall value for money obtained.
3. Lead the ICT cost management team, enabling evolution and maturity through continuous improvement to ensure the ethos of good commercial practice becomes part of ICT culture.
4. Work in partnership with colleagues in the Finance and Procurement teams to develop, implement and maintain the appropriate strategy and frameworks for ICT financial management and future strategic vendor portfolio.
5. Ensure execution and delivery of defined strategy through supporting both short and longer term delivery plans.
6. Responsible for budget planning, forecasting and reporting across ICT providing leadership on all commercial matters (e.g. capital bids, resources and various funding submissions), deploying appropriate financial ratios (ROI, NPPV, DCG etc.) tools and methods where appropriate.
7. Ensure accurate and timely budget management for project accounting. Support Project Managers on financial performance, resulting in effective deployment of budget resources.
8. Ensure appropriate software licence management practices are deployed and manage licences inventory (true-ups) and renewals.
9. Instil and develop a culture of continuous development for line reports and the wider team through; training and development and the PDR process, motivating, effective workload planning, monitoring employee welfare and quality assurance of work standards. Take prompt and reasonable action to address performance below required standards in line with the relevant Force procedure.

Job Title: ICT Commercial Manager	
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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, and the number of customers and/or level of authority to make financial decisions or commit other resources.

**Further Comments:**

Responsible for ensuring appropriate budgetary management and planning for the ICT department with budget management including both operating expenditure (Opex/revenue) circa (£40m) and project based capital expenditure (Capex).

Develops and implements strategy, able to execute manage and monitor with autonomy.

Works closely with other enabling functions (Finance, Procurement, HR etc.) on behalf of ICT and empowered to make decision in line with the organisations delegated level of authority, representing the Head of ICT and Strategy and Governance on commercial matters when required to do so.

Engage with external representatives of national/local agencies and other third parties without supervision, to the betterment of the force.

ICT Staff are located in 2 principal sites split between Kidlington and Southampton but travel to any location within the Thames Valley and Hampshire Counties may be required of the role with out of area travel possibly required on a more infrequent basis.

**d. CHARACTERISTICS OF THE ROLE**

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Breadth of knowledge across the ICT environment with experience gained in working in or with standard ICT functions: i.e. Architecture, Security, Infrastructure, Service Delivery, Development, Portfolio, Governance (PRINCE2, ITIL, TOGAF etc.).	E
2. Qualified or part qualified accountant or equivalent qualification with demonstrable experience and proven track record of commercial and financial management roles within in IT Environments.	E
3. Hands on financial management and financial monitoring reporting experience, able to establish new processes and reporting in partnership with other enabling functions (i.e. finance, procurement etc.).	E
4. Strategic thinker, able to articulate & communicate longer term strategies supported by executable delivery plans.	E
5. Good negotiation and influencing skills to ensure best possible outcome for the Force and ICT.	E
6. Strong vendor management experience gained in similar size organisations and on large, high value (£m) / high risk. Experience with managed service contracts, managing supplies against SLA's and joining suppliers service reviews. Proven experience of managing relationships with 3 <sup>rd</sup> parties.	E
7. Ability to lead and develop people effectively, creating high performing teams.	E
8. Must have capability to travel to different locations across the Forces. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential.	E

Job Title: ICT Commercial Manager	
Job Evaluation Number	C063

9. Good communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, a problem solver and able to work systematically and with little direct supervision.	E
10. Good awareness of public sector procurement rules and frameworks (OJEU/ G Cloud etc.) or similar.	D
<b>Additional comments:</b> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	