

## Job Profile and Specification

Job Profile	
Job Title:	Commercial and Business Development Manager
Location:	Fife Wide Base, Head Office
Responsible To:	Head of Sales and Commercial Development
Salary:	£40,245.94 - £48,373.97
Job Purpose:	<p>To be responsible for the management and development of the commercial business activities and to provide strategic support for the review, development and delivery of commercial performance management and organisational change initiatives.</p> <p>The post holder will provide effective management support in areas of policy review and development, project management, business risk management, resources management and market research.</p> <p>The post holder will be a member of the Sales and Commercial Development Management Team and part of FSLT extended management team and will therefore contribute to all corporate decisions affecting the business.</p> <p>The post holder is directly responsible for all staff within the Commercial and Business Development team, including but not limited to, the fitness team, commercial team, product development team and events team.</p>
Responsibilities Include:	<p>To support the Head of Sales and Commercial Development by contributing to the production of a long-term commercial strategy (reviewed and updated annually), including new products and services covering equipment, vending, café, saleable stock and others.</p> <p>To contribute to the development of strategic planning initiatives taking into account the corporate requirements of the Customer Success and Support Services Sections.</p> <p>To lead on the development and management of business projects, collate technical and professional information along with costs associated with each project, prepare tender documents, evaluate submissions and submit reports and recommendations to the Head of Sales and Commercial Development for consideration.</p> <p>To contribute to the development and implementation of business planning initiatives to both consolidate and improve the commercial performance of the Company.</p> <p>To contribute to the development, implementation and management of information and performance management systems which will provide a strong evidence base for the Company.</p> <p>To contribute to the continuous improvement process including the successful implementation of the Organisation Development Plan, Communication Strategy, Learning and Development Framework and Investors in People (IIP).</p> <p>To contribute to the development of an Investment Strategy to deliver Business Plan</p>

	objectives.
	To contribute to the evaluation and impact of strategies, plans and actions.
	To contribute to the production of annual business plans with clearly defined performance indicators.
	To contribute to the development and implementation of meaningful public engagement and consultation strategies.
	To work in partnership with Fife Council on proposals for the development and delivery of Council funded Capital projects.
	To contribute to the preparation and presentation of reports to the Board on policy, strategic issues, performance and financial matters.
	To provide professional advice on all matters relating to the strategic development of the company.
	To contribute to the development, implementation and monitoring of the company's business risk register and continuity plan and to ensure that professional and technical advice is provided to the Board of Directors and the Executive Management team. To participate in the regular review of operational and strategic risk registers.
	To contribute to the development, implementation and monitoring of a Trade Union Recognition Agreement and to support Executive Management Team with the introduction of new working practices and procedures.
	To develop effective means of communication and problem solving ensuring that results are analysed and provided to the Executive Management team to promote and maintain high standards of delivery.
	To develop strong and effective working relationships with the Community, Fife Council and other organisations where such links are to the benefit of the company.
	To contribute to the review, development and implementation of Service Level Agreements for professional services provided to the company by Fife Council and other partner agencies.
	To contribute to the maintenance and updating of the company's contractual agreement with Fife Council and the ongoing development of corporate best practice, guidance and procedures.
	To provide advice and support to Sub Committees and to attend meetings as required.
	To contribute to the ongoing review and development of company policies, research and analyse information, develop proposals and policy options, make presentations and prepare reports and briefings as appropriate.
	To contribute to the undertaking of corporate customer and market research surveys.
	To undertake bench marking activities with other sport and leisure trusts, local authorities and organisations to benefit the future development of the company.
	To source external funding opportunities to support company activity programmes, initiatives and projects.
	To collate and prepare annual performance management information for reporting purposes to the Board of Directors, Chief Executive, Executive Management Team, Fife Council and other organisations where appropriate.
	To contribute to the development and implementation of comprehensive qualitative and quantitative research programmes in partnership with key stakeholders.
	To deputise and carry out any other such task as designated by the Head of Sales and Commercial Development.
Other Duties:	The Jobholder may be required to perform duties appropriate to the job, other than those given in the job profile. The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not, therefore, justify reconsidering the grade of the job. Such variations would be reflected in an updated job profile

Hours:	36 hours per week - A flexible approach to working hours is required
Special Conditions/Requirements	Eligibility to work in the UK Qualifications relevant to the post 2 References Pre-employment Health Screening Criminal Convictions Self Declaration form Driving licence Disclosure/PVG

## Personal Specification

Attributes	Essential	Desirable	Method of Assessment
<b>Experience</b>	<p>Ability to develop and implement policies and plans, monitoring and evaluating delivery to meet company objectives.</p> <p>Ability to positively contribute to the development, implementation and management of key areas of responsibility and activity specific to the post.</p> <p>Ability to positively contribute to, support and lead on commercial service improvements and initiatives.</p> <p>Ability to positively contribute to the creation of imaginative solutions to complex situations and problems to meet corporate, stakeholder and customer needs and aspirations.</p> <p>Ability to positively lead, plan, influence and implement change innovation which drives revenue.</p> <p>Having a team approach with the ability to build good relationships with colleagues, partners and customers</p> <p>Ability to get the job done well making best use of budgets, and technology and promoting health and safety in the workplace.</p>	At least 4 years' experience within a similar role.	Application form References

	<p>A comprehensive knowledge and awareness of appropriate regulatory, legislative, statutory requirements and governance issues commensurate with the remit of the post.</p> <p>A focus on results with an ability to organise, manage and deliver complex projects and programmes in ways which improve performance and deliver effective services.</p> <p>Ability to communicate clearly and effectively with all relevant internal and external clients, stakeholders and others etc.</p> <p>Event management</p>		
<b>Education, Qualification and Training</b>	Educated to SCQF level 9 which includes a degree or equivalent or substantial relevant experience in a senior role	Educated to SCQF level 10.  Membership of a relevant professional body	Interview and certificates
<b>Skills, Abilities and Knowledge (general)</b>	<p>Ability to plan and deliver events and programmes</p> <p>Ability to champion good practice</p> <p>Quality and customer orientated working practises</p> <p>An understanding of the role of the company and the contribution that sport, recreation and physical activity can make to the wider agenda of health</p> <p>Organisational awareness and sensitivity</p> <p>Ability to identify customer needs, analyse problems, plan and organise service delivery to all sections of the community.</p> <p>Ability to set and prioritise objectives, respond under pressure and manage competing deadlines</p>		Interview References

	<p>Ability to establish and sustain partnerships with other organisation and agencies.</p> <p>Analytical and problem solving approach</p> <p>Good negotiation skills</p>		
<b>Interpersonal and social skills</b>	<p>People development and self-development skills</p>		Interview
<b>Health and Physical Attributes</b>	<p>Able to provide a regular and effective service</p>		Interview References