



Job description	
Job title	Commercial Services Support Co-ordinator
Grade	Pay Band L
Directorate	Neighbourhoods and Communities
Section/team	Commercial Services
Accountable to	Operations Manager
Responsible for	Commercial Services Support Officer x 2; Operational Technical Support Assistant
Date reviewed	23 rd April 2024

Purpose of the Job

The Commercial Services Support Co-ordinator will be primarily responsible for managing and supporting the back office operations which underpin the Council's Facilities Management Service

The post holder will also assist in the delivery and development of the Council's Traded Service offer.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To manage and develop key business processes for both frontline and back office functions including technological advancements, financial processes, recruitment and training in order to ensure the Facilities Management Services offer remains fit for purpose.
2. To manage the Commercial Services back office function including performance reporting, service development activity and supporting human resources activity within front line Commercial Services operations.
3. To be the first point of contact for traded services enquiries and to act as an ambassador for traded services demonstrating high levels of enthusiasm for their purpose and objectives.
4. To act as an information resource and broker of good practice across relevant traded service networks.



5. To take a pro-active, methodical approach to developing relationships through regular contact with clients/prospects to secure long-term relationships.
6. To develop and deliver of a range of marketing/promotional activities for Commercial Services including conferences, workshops and exhibitions etc.
7. To support Service Managers in reviewing SLA / contract performance and implementing service improvement initiatives.
8. To assist Service Managers in demonstrating that contractual obligations for both internal and external clients are being met.
9. To proactively monitor service performance in order to ensure that existing SLA's / contracts meet agreed performance standards and contractual obligations are fulfilled.

Service Development

1. To provide Heads of Service/Assistant Executive Director(s) with support including briefings and reports on key developments. The post holder will also be responsible for monitoring and reporting progress on such developments.
2. To represent Commercial Services at relevant meetings and to develop existing and build new partnership relationships with relevant organisations in the private, public and voluntary sectors.
3. To network with other local authorities/organisations and oversee benchmarking exercises comparing Commercial Services/Traded Service performance and strategy with best practice.
4. To support the development and delivery of projects designed to secure service improvement across Facilities Management services
5. To support the development and delivery of projects designed to increase the profitability of Facilities Management services.
6. To assist in the development of service specifications ensuring that current and future requirements are identified.
7. To keep abreast of changing policy, legislation and industry best practice and to reflect this in service development projects and initiatives.
8. To develop personal skills necessary to improve the effectiveness and efficiency of Commercial Services.



9. To liaise with customers regarding future service development activities and opportunities to promote Commercial Services.
10. Identification, assessment and implementation of new working methods that will deliver operational efficiencies, profitability and improved service standards.
11. Development of performance management information and reporting tools, including benchmarking of service performance for Commercial Services.

Financial Management

1. To support financial monitoring activities for contracts and service level agreements with customers, partners, external suppliers.
2. To assist in the identification and implementation of activities that either increase profitability or reduce cost thus supporting the Council's Sustainable Budget Strategy.
3. To adhere at all times to the Council's scheme of delegation, financial regulations and standing orders.

Communication

1. To produce clear and accurate information in the form of verbal briefings, written reports and presentations to internal and external stakeholders.
2. To establish effective working relationships between Commercial Services and relevant Council departments, customers, stakeholders, partner agencies and other external organisations.

Key Corporate Accountabilities

1. To support colleagues in the delivery of their Service Plan priorities relative to business growth/commercial development.
2. To support Commercial Services in meeting its Corporate Plan commitments relative to the Sustainable Budget Strategy and wider strategic objectives relative to health and wellbeing as identified in the Strategy for Knowsley and associated policy documents.
3. To participate in My Time reviews and contribute to the identification of your own and team development needs.
4. To actively promote Knowsley Council's Equality and Diversity Policy and to act at all times in accordance with expected behaviours as set out in the Policy and the Council's Staff Behaviour Framework.
5. To carry out such other duties as may be assigned from time to time.



Health and Safety

1. To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.
2. To ensure full compliance with the Health and Safety at Work Act 1974 and to adhere to the Council's Health and Safety Policy in the workplace and on site.

Data Protection and Information Security

1. Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy.
2. Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference.
3. Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.