



**Job Title:** Commercial Partnership Manager

**Grade:** Y6

**Reports To:** Assistant Director - Commercial

**Number of Reports:** This role is classed as a specialist role and as such will have no direct reports.

Key job element
<p>The Commercial Partnership Manager supports the Assistant Director – Commercial, to ensure that all clients / customers / stakeholders receiving services from YHN, receive the best service that they can, ensuring client retention is achieved to support YHN's growth strategy.</p> <p>This role is an integral part of the Commercial Management Team within YHN, working across all functions within the team, with an enhanced responsibility towards the delivery of excellent customer service, client / customer retention and business improvements.</p> <p>Provide a lead role across YHN to ensure new business ideas are maximised by all relevant staff groups, customers and stakeholders.</p> <p>Develop and improve strategic relationships with clients across all business areas, this will generally be at operational management level. Provide clear, effective communication channels.</p> <p>Liaise with operational managers to ensure that project objectives are achieved at all levels.</p> <p>Analyse performance data for service delivery, satisfaction, retention and relevant key data, to provide detailed performance intelligence for YHN to influence improvement and identify new business opportunities.</p> <p>Provide a key role in implementing commercialism across all of YHN's teams.</p> <p>Analyse performance information and present the results to a range of audience in a variety of ways, make recommendations for service improvements.</p> <p>Whilst the post holder does not have a specific budget, they have a high level of influence in both the expenditure and income throughout the procurement of goods and bidding process across a range of service areas of a high value.</p> <p>The post holder will be required to promote YHN across a range of sectors; this includes attending events, conferences and awards ceremonies. There will be a requirement to attend some events in the evening, travel and overnight stays are also a requirement of the role.</p> <p>There is a requirement to work to a very high standard with a range of complex information from a variety of sources; this work has to be completed within tight deadlines.</p> <p>Identify new, improved ways of working, ensuring continued service improvement.</p>

## Person specification

This area focuses on skills/ knowledge required in the role.

### Essential Criteria

- Experience operating at a managerial level, within a sales / marketing environment
- Degree / equivalent in a relevant subject
- Business development knowledge and experience
- Excellent communicator, using a range of techniques, to a variety of audiences
- Highly developed relationship management skills
- Analytical skills with an ability to present in a variety of methods
- Ability to use a range of IT software to a very high standard
- Evidence of positive results within a similar environment
- Ability to operate within a variety of staff teams at various levels
- Ability to organise to a very high standard across a range of service areas
- Effective procurement knowledge and experience
- Excellent Financial and performance management skills
- Decisive decision maker
- Demonstrate strong leadership skills along with relevant experience
- Excellent planning and organisational skills
- Entrepreneurial / Innovative

### Desirable Criteria

- Specific sector experience
- Detailed knowledge of the EU procurement regulations
- Knowledge of public sector working
- Full category B driving licence

## All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **R**eady, Be **A** amazing, Be **R**evolutionary, Be **E**nergetic.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as “unusually good or remarkable” and an organisation with people that “stand out from the rest”.*

*We expect our people to demonstrate the following behaviours:*

**Be ready - together we're prepared for anything:**

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

**Be amazing – we'll exceed expectations**

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

**Be energetic – making every day count**

This value is about "vitality, being interested, keen, inspirational and motivated"

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to "bounce back"
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude