



Job Title: Commercial Solutions Coordinator
Grade: Y5
Reports To: Commercial Solutions Manager

Key job element:
<ul style="list-style-type: none">• Contribute to the delivery of the Commercial Strategy and associated objectives• Support the commercial team to achieve the challenging and ambitious commercial growth targets (sales)• Coordinate commercial bid management; including administration support for portal and tender management processes• Regular review and monitoring of commercial gateway opportunities (tenders etc)• Coordinate and contribute to the due diligence, stakeholder engagement, insight & research, market intelligence and business case development for the commercialisation of existing YHN services and external initiatives; working collaboratively with colleagues across YNN service areas• Coordinate and review commercial contracts register to ensure all relevant information is regularly updated and monitored effectively• Liaise with YHN service areas to ensure all commercial contracts are proactively, effectively and efficiently managed• Lead on development and coordination of a client, customer and stakeholder feedback framework to contribute to informed decision making around service improvement• Undertake research, market intelligence, insights, analysis and horizon scanning / scenario planning to provide evidence based commercial solutions initiatives e.g. service improvement• Responsibility for collaboration with NCC Audit teams, YHN Compliance team, and Commercial Operations team to ensure commercial audits are coordinated; ensuring subsequent actions and recommendations are identified and implemented• Lead on and responsibility for commercial accreditations and associated processes which maintain and improve commercial service delivery and futureproofs the commercial offer of YHN; e.g. ISO, National Bed Federation• Regular and robust analysis of performance data and reporting to give detailed insight for service improvement, innovation and new models of working in all YHN commercial service offers• Work collaboratively with internal and external stakeholders to champion and ensure quality, systems and performance are integrated and at the forefront of YHNs commercial service offer• Provide information and updates of YHN commercial services for marketing and promotion purposes• Maintain and develop key relationships with external partners including NCC• Promote & implement YHN Equality and Diversity Policy in all aspects of employment and service delivery

Person Specification:
This area focuses on skills and knowledge required in the role.

Essential Criteria:

- Demonstratable experience of successfully delivering to targets and objectives
- Educated to degree level or relevant equivalent experience
- Highly developed organisational skills, able to plan, prioritise and think clearly and decisively within a pressurised environment
- Able to produce performance reporting, insight and analysis
- Demonstratable experience of service improvement and horizon scanning
- Excellent communication skills, both verbal and written, with the ability to work to all levels within the business and a wide range of audiences
- Extensive experience and ability to use a range of ICT systems
- Ability to demonstrate initiative and independence in relation to service improvement / change management
- Analytical skills with an ability to present in a variety of methods to a high standard
- Knowledge and experience of current EU procurement regulations
- Understanding of the legalities and boundaries across the sector
- Ability to influence stakeholders to produce successful outcomes
- Ability to deal effectively with a diverse range of clients in demanding circumstances

Desirable Criteria:

- Institute of Customer Service / similar customer experience membership / qualification
- Chartered Institute of Housing membership / qualification
- Experience of delivering continuous service improvement
- Knowledge / experience of working in social housing sector
- Detailed knowledge of YHN's trading parameters
- Demonstrate Entrepreneurial / Innovative mindset
- Experience of working in a commercial environment

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 **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*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

NOT PROTECTIVELY MARKED - STAFF

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