

SECTION A: THE ROLE	
Job Title:	Commerical Services Manager
Institute/Service:	Campus Services
Job Grade:	Grade 07
Job Family:	Professional Services
Job Location:	Lancaster or Carlisle
Responsible To:	Operations Manager (Estates).
Responsible For:	Conference Officers x 3
Role Purpose:	
<p>The Commercial Services Manager is responsible for the oversight of the following core services across our campus locations in Ambleside, Barrow, Carlisle x2, Lancaster and London, with 5 catering outlets, and Barrow campus in 2025. Our 3 Conference officers are located at Ambleside, Carlisle and Lancaster offering a wide range of services, including busy summer conferencing business.</p> <ul style="list-style-type: none"> • Catering and Hospitality. • Conferencing and Events. <p>The role is responsible for the contract management of external service contracts, namely the catering partnership, ensuring that the University is achieving value for money through delivery.</p> <p>The role will assist the Operations Manager (Estates) in the achievement of strategic goals ensuring growth, business development and financial stability of the service.</p>	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	<p>Operational Management</p> <ul style="list-style-type: none"> • Responsible for contract management of Catering (Partnerships) • Ensure that commercial service operations are managed effectively, to maximise income, while delivering high quality services to all users, • Ensure excellence in service that meets expectations and needs of customers, • Primary contact for any escalated or reoccurring issues • Liaise with all institutes, stakeholder engagement and partnerships, • Work with communications team to promote and develop commercial services maximising income generation • Ensure operations follow internal policies and procedures • Ensure the University operations are compliant with statutory and mandatory duties within own areas of responsibility
2.	Business Development

	<ul style="list-style-type: none"> • Lead in identifying and developing new business opportunities for income generating services • Contribute operational information and recommendations for strategic plans and reviews advising on upward reporting • Ensure strategic plans are met, deliverables and robust key performance indicators are in place to measure success, • Ensure each campus is adequately marketed and marketing plans align with contract and business plans, to meet income expectations
3.	<p>Financial Management.</p> <ul style="list-style-type: none"> • Manage and report upon the commercial annual revenue, budgets, and expenditures, • Forecast requirements, schedule expenditure, analyse variance and initiate corrective actions • Analyse sales and other reports that give insight into how the business can adjust to improve performance, • Ensure all monthly invoices are analysed and any concerns raised with partners and performance management team,
4.	<p>Product/Service and Systems Development</p> <ul style="list-style-type: none"> • Analyse monthly reports from partners to understand business operations; transactions, cost per spend, transactions per hour to review performance of each catering unit • Work with IT Services to improve systems • Research innovative technologies and alternatives methods of efficiency • Responsible for ongoing review of vendors, pricing, and rebates • Ensure robust communications, utilising marketing opportunities promoting current and upcoming commercial services operations
5.	<p>Colleague Management.</p> <ul style="list-style-type: none"> • Provide leadership, management, direction and support for direct reports • Managing performance in accordance with University policy and procedure • Responsible for recruitment and development of university staff, ensuring staff competencies through effective training needs analysis • Promoting and engaging with the University's delivery of continued professional development

Additional Information:

You will on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites, as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change, and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive, and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity, and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting, and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Criteria for Grade 7 Role Title: Commerical Services Manager	Essential/ Desirable	To be identified by:
<p>Qualifications Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.</p> <p>Professional qualification or membership of professional administration body such as the AUA (or equivalent experience).</p>	<p>Essential</p> <p>Desirable</p>	<p>Application Form</p> <p>Application Form</p>
<p>Experience Previous experience in a relevant commercial role dealing with administrative and information management systems and understanding of the relevant terminology.</p> <p>Experience of working in higher education and/or awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job.</p>	<p>Essential</p> <p>Desirable</p>	<p>Supporting Statement/ Interview</p> <p>Application Form/ Interview</p>
<p>Knowledge, skills and abilities Detailed knowledge of Commercial Services Operations and products/ services to act as a main point of contact/ point of referral for specific procedures, systems, processes, etc.</p> <p>Ability to lead, manage and develop a Commercial Team, motivating, developing and encouraging the commitment to learn/secure high performance in others.</p> <p>Thorough understanding of licensing regulations and statutory regulations.</p> <p>Organisation and time management skills to plan and organise activities and events of some complexity including relevant budgeting and planning processes.</p> <p>Ability to input into the development of Service policy, to propose and implement improvements to systems and working methods and develop internal and external networks.</p> <p>Skills to research collate and edit material for inclusion in reports/other documents.</p> <p>Ability to analyse and solve problems with an appreciation of possible longer-term implications.</p> <p>Ability to explain/present detailed information to non-experts, and to negotiate, and represent work issues on behalf of the Service.</p> <p>Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, eg Office 365.</p> <p>Professional approach to work and work colleagues and an ability to work independently and show initiative.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Supporting Statement/ Interview</p> <p>Supporting Statement/ Interview</p> <p>Supporting Statement/ Interview</p> <p>Supporting Statement/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Interview</p> <p>Supporting statements</p>

Other Commitment to the Strategic Plan of the University especially in relation to equality of opportunity at work, a healthy and safe working environment and the expected behaviours of an effective Leader.	Essential	Interview
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