### Job Description

**Job title: Senior Commercial Manager**

**Grade: 13 Post number: XXXXXX**

**Directorate: Development, Enterprise and Environment**

**Unit: Environment**

#### Job purpose

1. Working with the Executive Director and Assistant Director to implement the Mayor’s vision of an Energy Supply Company for Londoners, through managing the high-profile contract with the Mayor’s preferred licensed energy supplier and the effective leadership, management and motivation of a team of professional, expert staff. Ensure that through collaborative working, this vision is embedded in other directorate plans throughout the GLA and the GLA family and provide technical assistance as appropriate. Through effective influencing ensure key stakeholders support the delivery of the Mayor’s vision.
2. Provide senior level advice to the Mayor and Mayoral advisors, Assembly Members and senior officers of the Authority and functional bodies on issues relating to the Mayor’s Energy Supply Company.
3. Deputise for the Assistant Director of Environment, as required.

#### Principal accountabilities

1. Lead the commercial and contract management of the Mayor’s selected licensed energy supplier to implement the Mayor’s vision of an Energy Supply Company for Londoners, delivering fair electricity and gas prices to all Londoners, especially the fuel poor, and providing them with integrated energy saving and fuel poverty advice and innovative services. This will require building effective relationships with the supplier at senior (CEO and CFO) level.
2. Manage and monitor the supplier against agreed Service Level Agreements (SLAs), using the full range of contractual (including an incentivisation framework) and other levers to optimise performance, identifying and reporting on risks and issues as appropriate.
3. Work with the supplier to drive customer take-up, including stakeholder engagement to leverage internal and external promotion opportunities.
4. Drive decisions on pricing and new tariff offers through GLA decision-making to very tight timescales (a few days).
5. Devise and implement a framework for monitoring finances, ensuring that commission is properly receipted and that surpluses are paid out in a timely fashion in line with the Mayor’s objectives.
6. Be accountable to the Assistant Director of Environment, ensuring effective communication of objectives and work programmes.
7. Monitor regional, national or international initiatives and best practice in retail energy supply and municipal involvement to keep the GLA’s thinking and work abreast of latest developments.
8. Working with and serving of the Board of Directors of the wholly owned subsidiary set up by GLA to manage this high profile programme.
9. Provide advice and technical support to the Mayor, Deputy Mayors, Mayoral Advisers, senior managers and Assembly Members on matters within the area of responsibility.
10. Prepare and present reports, briefs and recommendations on key issues and actions to the Assistant Director and Executive Directors, to facilitate executive understanding and decision making.
11. Work with a range of internal teams (including legal, finance, marketing) and specialist consultants to ensure timely development and clearance of work.
12. Establish, develop and maintain strong relationships with senior representatives of functional bodies, government departments, borough councils, Housing Associations, and other agencies in a manner that ensures mutual confidence and trust, and builds avenues for the promotion of the Mayor’s strategies and shared working.
13. Through effective leadership manage and motivate the environment teams ensuring work programmes are established, monitored and delivered in accordance with the Mayor’s objectives and priorities and within allocated budgets. Ensure effective performance management arrangements are in place to achieve these objectives.
14. As a senior manager, actively contribute to the corporate management of the GLA by participating in GLA-wide developments and initiatives in pursuit of GLA aims and objectives.
15. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities
16. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

#### Dimensions

#### Accountable to: Assistant Director - Environment

**Accountable for:** Principal Policy & Programme Officers; Senior Policy & Programme Officers and other staff allocated to the post from time to time; manage budget of up to £10 million.

**Principal contacts:** The Mayor, Assembly Members, senior managers of the Authority and functional bodies, CEO level and downwards in the energy supplier, and voluntary bodies.

**PERSON SPECIFICATION**

**Technical requirements/experience/qualifications**

***Essential***

* A successful track record of managing complex contracts, using the full range of levers to ensure effective delivery and sustained value and quality over the lifetime of the contract.
* A successful track record of giving high level professional advice on complex or sensitive

issues at a senior level.

* Demonstrable experience of working within the energy retail market
* Appropriate degree level qualification and/or appropriate professional

qualifications/membership and/or significant demonstrable and relevant experience.

* Strong programme and project management skills and experience, including evidence

of successful delivery

* Experience of managing a team at a senior level

**Desirable**

* Experience of working within a dynamic, political environment and/or local government

**BEHAVIOURAL COMPETENCIES**

**Building and Managing Relationships**

… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 4 indicators of effective performance

* Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
* Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
* Actively challenges and addresses ‘silo attitudes’ to encourage effective relationship building inside and outside the GLA
* Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively
* Identifies clear win-win situations with external partners

**Stakeholder Focus**

… is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Level 4 indicators of effective performance

* Adapts objectives and the GLA's public facing position based on the context behind stakeholder needs and requests
* Builds the GLA’s reputation as an organisation committed to meeting the needs of Londoners
* Manages partner organisations’ and Londoners’ expectations of the GLA by anticipating and influencing changing priorities
* Instils a culture that encourages GLA staff to think about meeting Londoners’ needs first
* Builds the confidence of staff, partner organisations and Londoners by ensuring the GLA delivers quality work

**Strategic Thinking**

…is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 3 indicators of effective performance

* Translates GLA vision and strategy into practical and tangible plans for own team or delivery partners
* Consistently takes account of the wider implications of team’s actions for the GLA
* Encourages self and others to think about organisation’s long term potential
* Informs strategy development by identifying gaps in current delivery or evidence
* Takes account of a wide range of public and partner needs to inform team’s work

**Managing and Developing Performance**

… is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA’s objectives and statutory obligations.

Level 4 indicators of effective performance

* Creates an organisation that learns from experience
* Sets clear organisational objectives, cascading challenging yet achievable deliverables to directorates
* Identifies strategic level performance indicators and communicates these clearly
* Leads and sets an example for desired behaviour and performance for GLA staff
* Instils a culture of high performance and outstanding results where staff are encouraged to perform to their best

**Decision making**

… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 3 indicators of effective performance

* Makes sound decisions quickly on behalf of the GLA when a situation requires intervention
* Takes responsibility for team decisions, providing rationale when those decisions are questioned
* Involves senior stakeholders early in decisions that impact them
* Analyses organisational risks associated with decisions, including those with long term impacts, before committing to action
* Encourages others in the team to make decisions in their own area of expertise, take appropriate risks and learn from experience

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 3 indicators of effective performance

* Monitors allocation of resources, anticipating changing requirements that may impact work delivery
* Ensures evaluation processes are in place to measure project benefits
* Gains buy-in and commitment to project delivery from diverse stakeholders
* Implements quality measures to ensure directorate output is of a high standard
* Translates political vision into action plans and deliverables

**Organisational Awareness**

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 3 indicators of effective performance

* Uses understanding of differences between the GLA and its partners to improve working relationships
* Helps others understand the GLA and the compel environment in which it operates
* Translates changing political agendas into tangible actions
* Considers the diverse needs of Londoners in formulating GLA objectives
* Helps others understand how the media and eternal perceptions of the GLA influence work

**Responding to Pressure and change**

…is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 3 indicators of effective performance

* Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
* Anticipates and adapts flexibly to changing requirements
* Uses change as an opportunity to improve ways of working, encouraging others’ buy-in
* Participates fully and encourages others to engage in change initiatives
* Keeps staff motivated and engaged during times of change, promoting the benefits

**Responsible Use of Resources**

… is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.

Level 3 indicators of Effective Performance

* Allocates financial and people resources efficiently to maximise value for team and wider organisation
* Thinks in terms of maximum efficiency when planning resource allocation
* Implements good practice on efficient use of resources
* Monitors financial performance and efficiency of own team, ensuring delivery of work within budget
* Negotiates and manages contracts responsibly across a diverse supplier base

**Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.**