



Inflite MRO Services

JOB DESCRIPTION

JOB TITLE: Commercial & Procurement Manager	DEPARTMENT: Commercial
REPORTS TO: General Manager	LOCATION: Southend
JOB PURPOSE: Responsible for all commercial and procurement contractual matters associated with the company, to support the delivery of business performance and growth through proactive contract management of customers and suppliers. To manage the commercial and procurement teams to ensure successful processes for quoting/contracting and bought in services that support company operations and deliver a seamless customer experience. Support the General Manager in contract negotiations; overseeing contracts by the creation and maintenance of policies, procedures, and governance to manage commercial risk. Support the introduction of new business opportunities to assist the company in achieving its sales plan.	

MAIN RESPONSIBILITIES AND DUTIES:

- Key commercial and procurement company representative for all contractual issues, including contract negotiations. Develop strong working relationship with customers and suppliers at a senior and working level. Establish appropriate review meetings.
- Provide commercial insights, driving profitable growth and supporting the delivery of the organisation's long-term goals. Support reviews of existing pricing structure and competitor pricing to identify opportunities to improve profitability, whilst remaining competitive in the marketplace.
- Ensure the development, implementation, and management of efficient and effective commercial and procurement company procedures. Produce KPI's to monitor performance and help identify improvements.
- Accountable for compliance with applicable customer and supplier contractual requirements and regulations in all aspects of the activity (e.g., HMRC import/export, Export control ...)
- Support company sales initiatives by ensuring all customers understand the services available and by project managing the introduction of any new services. Work with Business Development Manager to ensure new business



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opportunities align with company's capability strategy.

- Daily liaison with operations Department Heads to provide information and ensure that customers receive excellent customer service and suppliers provide consistent services. Ensure Department Heads understand contractual obligations regarding service delivery requirements, and any related commercial implications of non-performance.
- Monitor the day-to-day commercial performance of each customer account, including management of additional works over and above the contract limit of liability to ensure no commercial leakage.
- Develop and implement comprehensive procurement strategies to ensure adequate stock levels, availability, and optimum inventory turnover, including re-sale of unrequired stock.
- Identify reliable suppliers, negotiate contracts, and manage relationships to ensure cost-effective procurement of materials and equipment. Establish and maintain a robust approved supplier management system, monitor supplier performance via metrics, and address any issues or non-compliance in a timely manner.
- Line management and development of both the Commercial and Procurement teams, to ensure excellence in delivery of day-to-day commercial and procurement processes. Organise and control team working time, including holiday, ensuring continuous coverage of the company operation. Foster a culture of continuous improvement, accountability, and safety.
- Ensure secure upkeep of commercial and procurement electronic records, in line with data protection regulations.
- Provide detailed customer/supplier/operational information, metrics, and reports to the General Manager as and when required.
- Participate in internal and external audits, providing necessary documentation and implementing corrective actions as required.



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- Assist with content of company marketing literature and out-going correspondence.
- Undertaking tasks and projects as agreed that are within your experience, skills and capabilities as directed by the company.
- Providing cover for holidays and business trips for the General Manger covering all aspects of this job description.



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SKILLS AND EXPERIENCE REQUIRED:

- Demonstrable Commercial and Procurement Management experience within a similar role in an MRO environment.

- Demonstrable experience in Contract Law and negotiation of Commercial terms with customers and suppliers.

- Successful track record of customer account management and new business wins, with experience of working with a Business Development Manager to ensure new business opportunities align with Company's capability strategy.

- Demonstrable experience in developing robust supply chain solutions through the implementation of comprehensive Procurement strategies to monitor and manage stock levels.

- Ability to plan, prioritise and manage conflicting deadlines.

- Demonstrable experience of Managing multiple teams within different disciplines whilst managing own workload.

- Demonstrable experience of developing effective and efficient Commercial and Procurement procedures.

- Demonstrable experience of production of KPI's to monitor performance and identify appropriate improvement opportunities.

- High level attention to detail skills

- Team Player with excellent written and oral communication skills



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Highly proficient in the use of MS Office and business systems and procedures

I confirm that I have read and understand the requirements and responsibilities of my role and agree to adhere to them if there is anything I do not understand I am aware that I should raise this with my line Manager.

Signed: _____

Print Name: _____

Date: _____

Manager: _____

Date: _____