



Commercial Officer Job Profile

Service: Operations and Estates	Grade Scale: Grade 3 Level 2
Reports to: Operations Manager	

Purpose of Job
To lead the development, negotiation, and delivery of the facilities commercial and retail programmes ensuring effective implementation of SLLC's Leisure Strategy through the management of resources to provide a consistent, quality service to customers.

Key tasks and responsibilities
- Plans and negotiates deals/contracts with external promoters and clients to deliver a wide range of local level commercial programmes. - Responsibility for administration and financial accountability of the commercial trading activities. - Sets standards of performance for staff in relevant areas, defining responsibilities and managing staff to ensure consistent delivery of a quality service to clients and customers. - Manage local budget, controlling expenditure and maximising income. - Provide appropriate performance indicators as required and monitor profit levels. - Duty Management and delivery of services and activities. - Manage ad-hoc projects and participate in SLLC working groups.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	Industry experience in a leisure and culture commercial environment.	- Educated to degree level or equivalent in a relevant discipline or equivalent relevant experience and strong customer focus. - Current First Aid Certificate. - Experience of working with a diverse range of colleagues within a large and complex organisation.

Skills, knowledge, experience	• Experience of facility cultural venue operation and staff supervision. • You should be able to demonstrate a track record of exemplary compliance in a commercial setting. • Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail. • You will have a demonstrable track record of success in a commercial environment, ideally across a range of relevant activities, delivering within a customer-facing environment. • You will have strong interpersonal and motivational skills; an ability to clearly convey complex ideas, working collaboratively across a range of services and teams.	
Personal Qualities	• Supportive team player • Positive attitude • Enthusiastic • Motivated • Lead by example	
Other		

Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK

Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager.
Candidate Disclosure Check, where applicable

Behaviour Framework
South Lanarkshire Leisure and Culture Behaviour Framework is a set of core behaviours that define how employees approach work to enable them the delivery of key tasks for the role.
Own It- What can you do
- Give your team direction and clear objectives to achieve. - Manage your team coaching and supporting as necessary. - Motivate your team to deliver the best service possible. - You conduct appraisals and ensure learning opportunities are in place for all staff. - Take ownership of decisions and consider the wider implications for the team and the organisation. - Ensure that responsibility and accountability is in place for your team and each team members knows their role.
Be a great team- What can you do
- Promotes a positive team environment with good morale. - Works with other teams and colleagues internally and externally, developing relationships and sharing knowledge, ideas, and expertise to achieve outcomes. - Provides objective and constructive advice and support if tensions arise. - Shares knowledge with internal and external colleagues to achieve common objectives. - Gives praise and recognition for good work. - Uses professional identity and expert knowledge to work across disciplines breaking down professional barriers to improve outcomes for individuals and communities. - Encourages colleagues to consider different perspectives in their work. - Adapts communication to encourage desired behaviour.
Do the right thing- What can you do
- Understands what needs to be achieved and ensures that this is communicated to team members. - Expresses positive expectations of others to support their development. - Recognises individual and team achievements thanking and praising others. - Maintains a positive approach and motivate team when things go wrong, or demands are high. - You identify talent and provide opportunities for those individuals who wish to progress or learn new skills. - Takes responsibility for personal and team development needs taking account of learning styles and available learning/training methods of delivery. - Uses professional judgement/expert knowledge to make informed decisions.
Be positive- What can you do

- Promote and drive continuous improvement by asking 'How could we do this better?'
- Work with customers in tailoring services to meet their expectations.
- Focus on developing customer care standards across the organisation.
- Put the customer first in all that you do.
- Develop your team to deliver a high-quality service and give constructive feedback as necessary.
- Take responsibility for team performance and pride in successful outcomes.