

create a better place



Commercial Services Manager – ncpms Midlands  
(National Capital Programme Management Service)  
National Operations Asset and Incidents

## Candidate Information Pack

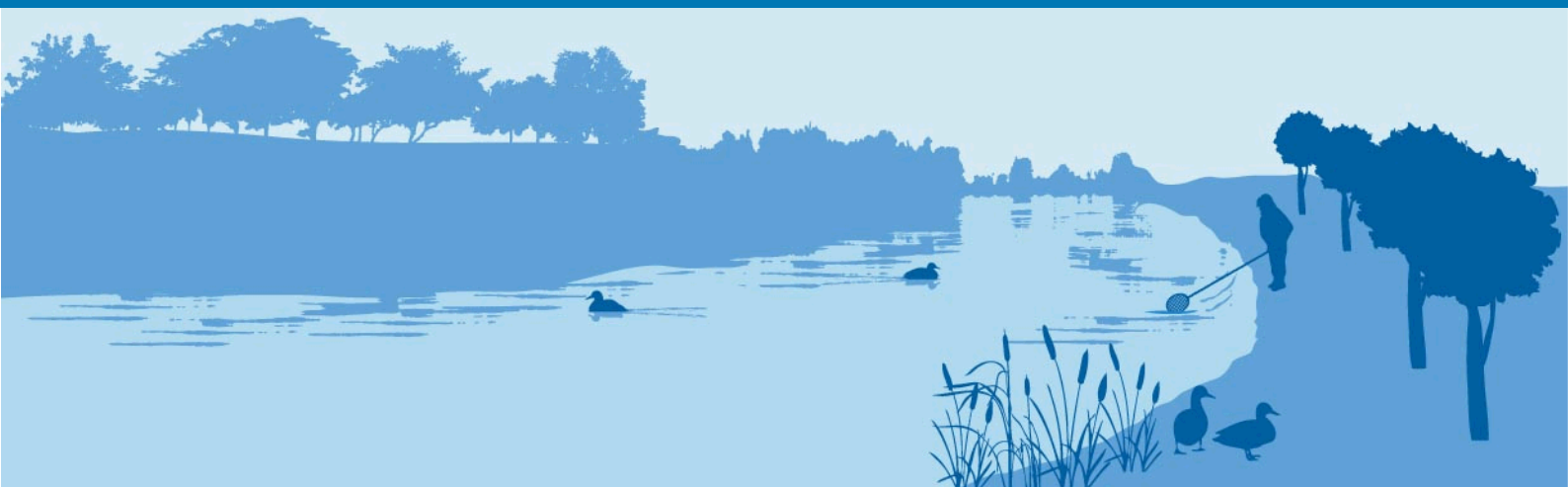
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<http://www.gov.uk/environment-agency>

Job title: Commercial Services Manager (Midlands)  
Job location: Solihull  
Date: August 2017

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# 1. Our organisation

## Our organisation

We are the Environment Agency. We protect and improve the environment. Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do. We reduce the risks to people, properties and businesses from flooding and coastal erosion. We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation. We look after land quality, promote sustainable land management and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations. We can't do this alone. We work with government, local councils, businesses, civil society groups and communities to make our environment a better place for people and wildlife.

Of course, none of this will be possible without the professionalism and dedication of our staff. We're committed to helping our people to find new ways of working and to maintain our focus on creating a better place for people and wildlife. For more information on the Environment Agency and what we do, please visit:

[www.environment-agency.gov.uk/aboutus](http://www.environment-agency.gov.uk/aboutus)





## 2. The role

### Role

The Commercial Services Manager is a key leadership position, working with our National Capital Programme Management Service (ncpms) operational teams to deliver a cost effective programme that contributes to our commitments to reduce flood risk and improve the environment.

The role requires collaborative relationships with colleagues across the Environment Agency, DEFRA and with our Framework Partners. The role holder must be able to demonstrate experience in the effective application of the NEC suite of contracts to the design and delivery of construction works. Familiarity with the Water Environment Management Contract would be advantageous.

The role holder will be responsible for identifying and implementing commercial improvements at pace, to achieve sustained change and improved outcomes.

National travel and a strong leadership presence is required.

### Principal accountabilities

1. Representing the Environment Agency with other organisations, particularly with Framework Partners and assuming a leadership role in our collaborative working groups;
2. Establishing and maintaining good relationships with senior managers and external partners to understand and influence their activities and promote and enhance Environment Agency goals and reputation;
3. Planning, monitoring and control of specialist resources to maximise the efficient and effective use of finances and people in order to ensure that all activities are completed to time, cost and quality targets;
4. Working alongside Colleagues from Defra Commercial, during procurement, advising ncpms operational teams on both procurement and contract strategies and on associated commercial risk to ensure contracts awarded are clear unambiguous and risk is understood;

5. Allocation of, and effective utilisation of, Consultant and Contractor resources across offices within the Operational Unit.
6. Identify and maximise opportunities for grouping projects to enable them to be delivered effectively and efficiently.
7. Co-ordinate the definition and application of key performance indicators across the Operational teams on all matters relating to framework agreements, to achieve continuous improvement within the supply chain.
8. Implement guidance and appropriate procedures that will allow Operational teams to manage their projects in accordance with best practice; and to drive a consistent approach.
9. Bring commercial acumen and challenge to regional and project teams throughout the project life cycle to ensure delivery of business objectives and targets.
10. Deliver a responsive commercial support service to the regional operational teams advising / commenting on procurement and contract strategies as well as post contract administrative issues.
11. Seek out and disseminate best practice and innovation in sustainable construction from the supply chain to drive efficiency through our programmes of work.
12. Ensure that project procurement strategies are undertaken in a timely manner and applied rigorously to optimise contract arrangements and suppliers, and achieve best value.
13. Develop and manage relationships with suppliers so that opportunities for improved efficiency, innovation and overall best value are fully realised, and ensure that the Environment Agency's reputation is not compromised.
14. Acting as an escalation point for the resolution of contract disputes.
15. Overseeing and undertaking a programme of commercial assurance to ensure effective commercial governance within the business and to identify opportunities for continuous improvement;

## **Skills/Abilities/Experience**

- Prioritising and delivering work within a programme and project management framework to time, cost and quality. Focussing on the needs of customers, both internal and external, to deliver the best overall environmental outcome.
- Experience in commercial and contract management is essential.
- Strong NEC contract knowledge is required.
- Excellent interpersonal, communication and networking skills to influence, or help deliver outcomes through, partner/stakeholder organisations, with demonstrable experience of building positive and lasting relationships with colleagues, suppliers and external partners.
- Developing solutions to issues and problems through identifying relevant information, careful interpretation, analysis and diagnosis.
- Experience in business management and business improvements will be an advantage.
- Demonstrable success in introducing business change and developing a culture of continuous improvement.
- Must be able to embrace innovation, challenge existing practices and come up with

creative ideas to deliver more commercially effective business solutions.

- Experience in supporting incident management, including for example business continuity would be advantageous.

## **Top capabilities**

### **Influences and persuades (Personal effectiveness)**

Presents a case in a convincing and attractive way that will win people over, encouraging them to follow plans willingly; often succeeding where logic and reason alone would fail.

### **Takes Decisions and Solves Problems (Personal Effectiveness)**

Finds and delivers optimal solutions by effectively analysing all the information, probing to develop alternatives and taking sound and timely decisions.

### **Leads people (Management)**

Provides leadership that inspires and motivates others to achieve their personal goals and the goals of the Environment Agency.

### **Delivers Results Through Others (Management)**

Harnesses the team to deliver results on time, to required standards and in line with organisational processes and procedures.

### **Business of the Environment Agency (Cross-functional know-how)**

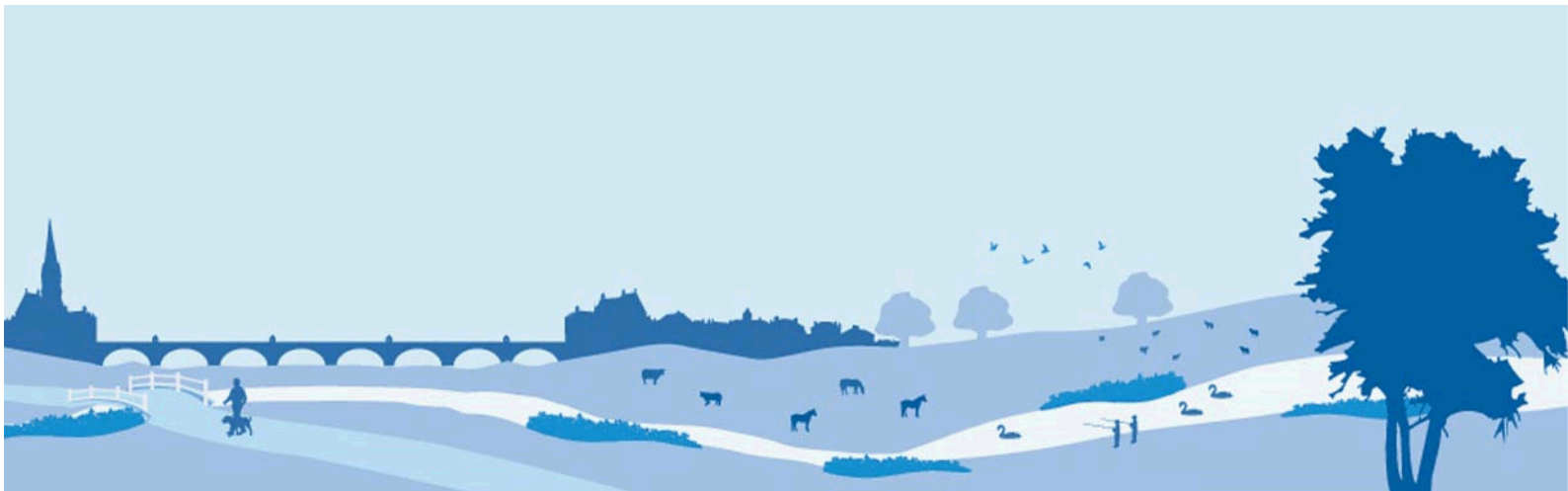
Understands the direction, goals and business of the Environment Agency, enhancing and protecting, at all times, the Environment Agency's work and interests

# 3. Salary and benefits

Join us in this role and you will enjoy the following benefits:

<b>Salary Range:</b>	£43,344 (grade rate – potentially more for exceptional candidates, based on skills and experience)
<b>Location:</b>	Solihull (or other Midlands Hub office as agreed)
<b>Hours of work:</b>	37 hours
<b>Leave entitlement:</b>	<p>Your leave allowance in these roles will be 27 days plus bank holidays (pro-rata if part time). Additional leave entitlement will remain for any internal applicants with existing long-service allowances.</p> <p>We also offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.</p>
<b>Pension:</b>	<p>We will enrol you into the Environment Agency Pension Fund (EAPF) on commencing employment, if your employment contract is for 3 months or more. The EAPF is part of the Local Government Pension Scheme (LGPS). It is a career average scheme, which means you will build up benefits based on your pay each scheme year rather than your final salary.</p> <p>We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. The pension contribution rates currently range between 5.5% and 12.5%. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 18.5%, so this is a very generous scheme.</p>
<b>Work/life balance:</b>	We support flexible working hours and practices to help you strike a good balance between your work life and your personal life. We will also encourage you to keep developing your skills and professional knowledge throughout your career.
<b>Diversity:</b>	<p>We are committed to diversity and inclusion. We want all our staff to feel valued and respected and to see this as a great place to work.</p> <p>We are passionate about employing people from all backgrounds that reflect the diverse communities we serve. Likewise, we respect family and caring responsibilities, religious practices and disabilities. We also operate a Guaranteed Interview Scheme for candidates with a disability (minimum criteria applies).</p>





## 4. Further information

The grade for this position is Grade 6.

If you would like to know more about the challenge provided by this role, please contact Simon Robinson in the first instance. [simon.robinson@environment-agency.gov.uk](mailto:simon.robinson@environment-agency.gov.uk)

The Environment Agency values a diverse workforce and welcomes applications from all sections of the community who wish to join a workforce which embraces difference and welcomes everyone.

We particularly welcome applications from Black, Asian and Minority Ethnic (BAME) and female candidates who are under-represented across our workforce.

We welcome flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.

Please note that Environment Agency employees are not civil servants so you may wish to check your eligibility for continuity of employment by contacting your HR department. All eligible bodies are listed in the Redundancy Payments (Continuity of Employment in Local Government etc) (Modification) Order 1999.

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are also not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

To find out more about what it's like to work at the Environment Agency, please visit:  
<https://www.gov.uk/government/organisations/environment-agency/about/recruitment>

Please note all successful applicants must undergo Baseline Personnel Security Standard (BPSS) checks prior to commencement of employment. This includes a basic criminal records check.

For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance. Should this be necessary, you will be advised of this during the recruitment process.





## 5. How to apply

We use an online recruitment system. To make the application process simple and straightforward, and so that you know how it works and what we need from you, we've put together a few hints and tips.

The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert. (For some jobs, you'll be asked to download a candidate pack, like this one, where you'll find specific application instructions.) Once you've clicked this link you'll then be asked 'Do you have the right to live and work in the UK?', 'Do you have the required qualifications or equivalent experience, which were stated in the job advert?' and 'Are you currently an employee of this organisation?' Simply answer yes or no and you can carry on with your application. You'll then see the '**Register**' page. Simply complete the details and select '**Submit Registration**' and register to the system. You only need to sign up to the system once; you'll just be able to login next time.

When it comes to the actual application, you need to fill out each section, please be aware that the system will automatically time out if you are inactive for more than 60 minutes. This will result in any unsaved information being lost so make sure you save what you are doing regularly. Once you've finished, your details and information will be saved on the system for any future applications – of course, you can edit your details at any point.

When you apply to the Environment Agency for a job we will ask you to provide your personal data on our application form. We need this information so that we can establish your identity and your right to work in the UK.

You can read our Data Protection Statement on the application process page of our recruitment system. It is also available for reference on each page of the actual application.

### Competence Questions/Statement

We're keen to know what makes you right for the job you're applying for and why we should ask you in for an interview. The competence questions/statements are your chance to convince us! You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the job advert and candidate pack). And instead of simply telling us, show us: use real life examples of where you've used a certain skill or how you've practically applied your experience.

There's a 250 word limit per competence including spaces (1000 for an overall statement). It's a really important part of the selection process so make sure you keep your statement relevant and concise. Think about what we need to know about you and what you'd bring to the role and our organisation.

## Application questions

For some roles, we'll ask you some specific questions, like if you have a preferred work location. If you're disabled and you'd like to be part of our Guaranteed Interview Scheme, you can add this information in here.

## Equality and Diversity

We're committed to reflecting the communities we serve and we'd like you to tell us about yourself and your background.

## Submitting your application

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done. If, at any stage, you have questions or problems, please contact the recruitment team on 0845 602 6099 or email [ea\\_recruitment@sscl.gse.gov.uk](mailto:ea_recruitment@sscl.gse.gov.uk)

If you have been unsuccessful with your application you can set up email alerts for future vacancies. You will automatically receive an email when a job that matches your criteria becomes available. To do this simply click on '**create a new job alert**', enter your job criteria and save.

