Additional Role Information

The Commercial Business Relationship Manager (CBRM) role sits within the Commercial and Framework Management (CaFM) team, part of the Portfolio Management, Assurance and Commercial (PMAC) directorate in Flood and Coastal Risk Management (FCERM).

CaFM underpins delivery of the Asset Management Delivery Portfolio by providing specialist commercial and framework management services, including commercial risk management, should-cost and benchmarking intelligence, operational framework management, future framework provision, and a Commercial Centre of Excellence.

Working alongside Defra Group Commercial, who provide procurement services and the departmental Centre of Excellence, CaFM forms the Commercial Function that enables delivery of projects which create a better place and resilient communities.

Within this, the Commercial Business Support Team (CBST) supports the full lifecycle of operational frameworks – from launch through to closure and transition – ensuring they provide effective routes to market for the Environment Agency and Risk Management Authorities. These frameworks are critical in supporting delivery of capital projects, asset maintenance, safety works, and mapping and modelling services.

The CBRM works closely with Framework Managers, who lead on the development, mobilisation, and management of procurement frameworks such as Collaborative Delivery Framework (CDF), Mapping and Modelling Framework 2 (MMF2), Asset Operations

By collaborating with Framework Managers, the CBRM ensures Risk Management Authorities can access the right frameworks, understand the commercial routes available, and successfully deliver their flood and coastal risk management projects to time, cost, and quality.

The **Commercial Business Relationship Manager** specifically leads on building and maintaining strategic relationships with RMAs, facilitating their use of Environment Agency frameworks, and providing the commercial insight, advice, and connections needed to overcome barriers and drive successful programme delivery.

The Role – Core Activities

To effectively deliver their portfolio, the **Commercial Business Relationship Manager** will:

1. **Identify projects and studies within RMAs** that can be assisted through the use of the EA Frameworks.
2. **Provide advice on usage and sign-up** to individual frameworks that will help support RMAs to deliver their projects.
3. **Be the conduit for managing EA Framework contract spend limits**, working closely with EA Framework Managers.
4. **Support the production or capture of framework documentation** – including User Agreements, Procurement Strategy, total project expenditure (TPE) compared to FCRM GiA contributions, number of outcomes delivered, and associated wider benefits.

5. Support the provision of Management Information that is accessible via a single route to enable portfolio delivery visibility and operational management oversight.
6. **Build relationships and align cultures** between the Environment Agency, Delivery Partners, and RMAs.
7. **Ensure a good customer journey** for delivery, enhancing relationships with RMAs.
8. **Encourage accurate reporting of project outcomes and progress** and support timely sharing of data and information for internal dashboards and Board reporting.
9. **Support the management of commercial risk** for RMA portfolio delivery across political, economic, social, technological, environmental and legal aspects.
10. **Manage reputational risk** with RMAs and the Environment Agency related to EA Frameworks and mitigate issues where appropriate.
11. **Attend and present updates at governance boards** locally and nationally.
12. **Ability to travel** to meetings across the allocated Hub and nationally.

Additional Desired Experience

- Strong background in building and maintaining effective external and internal relationships, with demonstrable partnership working skills.
- Ability to communicate complex commercial and technical issues clearly to a wide variety of audiences, adapting style as appropriate.
- Strong organisational and planning skills with the ability to manage multiple RMAs and priorities simultaneously.
- Track record of delivering results through others, maximising resources, setting business priorities, and monitoring performance.
- Well-organised, with the ability to manage multiple and changing priorities in a fast-paced environment.
- Evidence of influencing and persuading stakeholders to take new approaches or deliver differently.
- Commitment to equality, diversity, and inclusion, with the ability to work effectively with people from a variety of backgrounds and cultures.
- Strong stakeholder engagement and relationship management skills, including the ability to manage cross-functional teams and liaise with senior leaders and suppliers.
- Experience in developing and implementing framework governance, performance monitoring, and strategic planning tools.
- Excellent communication, influencing and negotiation skills with the ability to present and brief senior stakeholders confidently.
- Strong organisational and planning skills with the ability to manage multiple frameworks and priorities simultaneously.

Other Valued Training, Experience, Skills, Knowledge and Attributes

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- Project or programme management certification (e.g., PRINCE2 Practitioner, APM PMQ, MSP).
- Familiarity of working with Risk Management Authorities
- Familiarity of with working with Public Procurement Legislation and Government Policy
- Public sector experience
- Procurement and/or contract management knowledge
- Knowledge of the Area/Hub you are interested in applying to work within

Capability Requirements

Technical and Professional Skills
The top 6 commercial capabilities, for this role with expected levels aligned to the Government Commercial Function Commercial Career Framework are as follows.

1. **Framework Management:** Manages the framework and procurement processes via use of a framework, including specific maintenance activities and interaction with suppliers through the tender process. Level 4/5
2. **Contract risk management:** Identifies, logs and mitigates contract and supply chain risks in accordance with the organisation's commercial risk management approach. For high-risk contracts, stress tests and scenario analysis should be used to classify risks. Level 4/5
3. **Assurance:** Establishes, plans and manages reviews at appropriate points during all stages of the commercial life cycle to evaluate progress against time, cost, quality, compliance and ongoing viability. Level 4/5
4. **Contract delivery and performance management**: Ensures the necessary resources, processes (to include disputes) and systems are in place and are used in the management of the contract and supplier performance. Reviews supplier performance in line with the contractual obligations and deals with under performance in line with the contract. Provides reports to the senior business owner against the Contract Management plan, Key Performance Indicators and Obligations Matrix. Level/4/5
5. **Contract transition and exit**: Defines a transition plan in accordance with contractual provision to include responsibilities for each party, manages contract exit through updating contract documentation and approvals, ensures timely and comprehensive provision of handover data, assets and guidance from incumbent supplier and a smooth transition to the new provider/ in house/ cessation of provision by an authorised representative and considers all measures to minimise cost and impact of exit. Level/4/5
6. **Contract Change Control**: Justifies, controls and records changes to the contract to ensure requirements continue to meet business needs. Level/4/5