
Commercial And Operations Lead

The Commercial Operations Lead will have a passion for delivering superior customer experiences through efficient, effective and repeatable processes which are continuously improved. The successful candidate will have responsibility for overseeing all commercial and operational activity across existing Paragon Land & Estate Sites.

The role requires leadership in the areas of site management and improvement; operational effectiveness; and process optimisation. In particular, the candidate will be accountable for driving a differentiated customer offering based upon a) professional delivery of site services; and b) an in depth understanding of customer needs. Not only focussing on income optimisation,

With a passion to drive the development and implementation of the Cambridge Innovation Parks "Commercial Operations" business unit in preparation for divestment by Summer 2023 and rapid scaling thereafter, the candidate will:

- Agree and document the pre-divestment Operating Model and associated workflow management, system and data requirements
- Work with the CEO and Business Unit Lead -Corporate Strategy to define and document the post-divestment Target Operating Model including associated workflow management, system and data requirements and associated governance and controls

The successful candidate will also enthuse the leadership team to develop and implement investor class governance and control and will be a member of the executive leadership team with responsibility for all elements of the marketing mix and site operations.

Responsibilities

Marketing Strategy & Planning

- a) Develop, agree and implement a marketing strategy and plan that is fully aligned to the Divestment Strategy whilst optimising short to medium term profitability
- b) Specify the requisite marketing mix (including pricing strategy) along with resource and skills requirements
- c) Develop collaborative partnerships with a range of suppliers and third parties which support both our communities of interest programme and a "Thin Client" operating model

Product & Services Management

- d) Work with the CEO and Business Unit Lead -Corporate Strategy to define and develop a suite of products and services that deliver against both the pre-and post divestment operating models
- e) Develop associated operating procedures and certified training programmes and ensure effective staffing of all offerings
- f) Develop the required business cases to secure investment in additional client offerings

Pipeline management

- a) Oversight of lead generation through to commercialisation and onboarding
- b) Personal leadership and hands on involvement in deals and deal structuring (inc. lease generation and other contract preparation)
- c) Creation and maintenance of supplier and agency relationships

Client Care and Account Management

- a) Development and implementation of a client insight programme
- b) Definition, agreement and implementation of the target client experience including associated workflows and accredited training programmes
- c) Liaison with Site Management and Operations to ensure the successful, efficient and commercially affordable delivery of the target client experience

Site Operations

- a) Oversight of all day to day site operations
- b) Leadership of Health and Safety matters
- c) Implementation of documented systems and processes commensurate with effective site and building management
- d) Delivery of an Operational continuous improvement programme
- e) Leadership of operational improvement programmes

Relevant experience

- Practical experience of developing and implementing a commercial strategy
- Proven track record in account management and commercial negotiation

- Strong track record in working collaboratively with and within leadership teams
- Good understanding of governance and control
- Process and governance improvement and documentation

Qualifications

Marketing and project management qualifications would be an advantage; but proven practical experience gained in a relevant environment is most important.

The role holder will have good understanding of corporate governance, process management and assurance.

Interpersonal and communication skills

- Critically, the role holder will have a good track record of relationship management at all levels

Additional requirements

- Experience of process mapping and systems implementation

Salary £55K FTE + significant Divestment Bonus Opportunity

Location: Cambridge Innovation Park, Cambridge (Waterbeach)

Working pattern Monday - Friday

Office hours between 08.00 – 18.00

Hours of work 35 hours per week

Holidays: 25 + Bank Holidays

Length of appointment Fixed term contract (12-18 months) with possibility of move to permanent