



Commercial Support Officer

JOB DESCRIPTION

JOB TITLE:	Commercial Support Officer
BASED:	The Old Police House, Hyde Park, London, W2 2UH with travel to all parks
SALARY:	£27,801 - £29,400 per annum depending on experience.
TERMS:	Permanent contract on a full-time basis (36 hours per week) 26 days annual leave pro rata, plus Public Holidays. A pension scheme is provided.
REPORTING TO:	Commercial Manager
KEY INTERNAL RELATIONSHIPS:	Commercial Director, Head of Commercial, Commercial Manager, Head of Events and Filming, Senior Event Managers, Head of Catering Contracts, Assistant Catering Contract Manager, Park Managers.
KEY EXTERNAL RELATIONSHIPS:	Commercial Stakeholders

BACKGROUND:

The Royal Parks (TRP) is a relatively new charity that was set up in March 2017 to support and manage 5,000 acres of Royal parkland, looking after eight of London's largest open spaces; Hyde, The Green, Richmond, Greenwich, St James's, Bushy and The Regent's Parks, and Kensington Gardens. We also manage other important open spaces in the capital including Primrose Hill, Brompton Cemetery, Victoria Tower Gardens, Canning Green and Poet's Corner.

The parks are enjoyed by millions of Londoners and visitors to the city each year. It costs around £36 million per annum to run the parks. We now have to raise around 75% of our own income, with a decreasing contribution coming from government. This self-generated income comes from a range of sources including events, filming and photography, catering, grants, lottery funding, licences, rental income and fundraising. The Commercial Directorate is responsible for commercial income-generating opportunities whilst rental income, licences and fundraising are managed by separate teams.

The Commercial Directorate has undergone a restructure to ensure that it continues to meet the future needs and priorities of the charity. It comprises three teams: commercial; events and filming; and catering. This post, Commercial Support Officer, will provide support to the Commercial team in the process of developing Commercial Projects including hi-value tenders from scoping through to successful delivery.

The Commercial Directorate supports the delivery of corporate objectives by growing commercial income generating activity, delivering improved value for money from contracts, developing wider commercial partnerships, developing business opportunities and engaging with businesses, cultural institutions and the London visitor economy.

The Commercial Team is focused on three things:

1. **Project managing high value commercial tenders**
2. Initiating and leading or supporting **commercial development projects**, and providing **commercial advice** to existing or new projects and programmes; and
3. Providing **contract management advice and support** to high value contracts

All commercial activity should be sustainable, consistent with the charity's values and sympathetic to the historic park environment. The impact of income generation on key stakeholder groups should be understood and managed appropriately.

We are looking for an experienced Project Office Assistant who is used to working in a fast-paced environment and meeting the highest standards alongside hardworking individuals. You will be working at the heart of the organisation and should be able to relate to a wide range of people. Above all, you should be keen to use your initiative, your strong written and verbal communications skills and effective planning and organisational skills to support a busy and complex commercial and project management environment, within a charitable organisation.

MAIN DUTIES/RESPONSIBILITIES

To provide administrative and project support to the Commercial Projects team.

1. Administrative support

- Support the smooth running of the Commercial Team including diary management, forward planning, setting up meetings, taking minutes, filing, phone calls, messages, and emails.
- Collate analytical and statistical information to assist in the preparation of budgeting, forecasting and business planning.
- Track and manage invoices, support with day to day financial administration liaising with the Finance Department as required.

2. Project Support

- Support the Commercial Team with the drafting of tender documentation and support with the accurate production of a variety of reports to facilitate the Commercial tender process.
- Act as project administrator for Commercial tenders, including attending and minuting meetings, clarification interviews and coordinating lessons learnt, and maintaining necessary project logs.

3. General

- Undertake research and provide briefings on a range of subjects to enable the development of key objectives and the delivery of key priorities.
- Able to balance priorities and perform effectively under pressure to deliver against sometimes challenging deadlines whilst being consistent and delivering to a high standard.
- Proactively communicate with colleagues to coordinate the timely completion of tasks and project deadlines.
- Work on other duties may be reasonably required from time to time.

PERSON SPECIFICATION

Selection Criteria	Essential / Desirable
Experience	
<ul style="list-style-type: none"> Providing project, administrative, and secretarial support – within a project team, with experience of monitoring and reporting on progress of project. 	E
<ul style="list-style-type: none"> Experience within a procurement or commercial function and / or department 	D
<ul style="list-style-type: none"> Experience of interpreting data and presenting data in an appropriate format for a variety of audiences 	D
Skills, knowledge and ability	
<ul style="list-style-type: none"> Exceptional planning and organising skills, combined with project office experience - able to plan and prioritise own time effectively, and anticipate and adjust for problems, risks or changing requirements to keep delivery on track, remaining positive through challenge. 	E
<ul style="list-style-type: none"> Has worked in and contributed to collaborative team environments and is comfortable in supporting team members to deliver business objectives and personal development goals. 	E
<ul style="list-style-type: none"> Good interpersonal skills - is articulate, demonstrates good verbal, presentation and written communication skills, and high attention to detail. A suitably confident team player who can co-ordinate across multiple teams. 	E
<ul style="list-style-type: none"> Strong IT skills - proficient user of Microsoft Office suite (Word, Excel, PowerPoint). Experience of accurately maintaining physical and electronic filing systems for audit purposes, including interrogation and analysis of data for reporting. 	E
<ul style="list-style-type: none"> Knowledge of procurement legislation and best practice 	D
Other	
<ul style="list-style-type: none"> Commitment to The Royal Parks' values of being accountable, excellent, inclusive, open and respectful. 	E
<ul style="list-style-type: none"> Creative and proactive – has a positive approach to problem solving whilst maintaining a clear understanding of project and teams' objectives. 	E