

Commercial Manager

Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

Your Role

Competitive salary up to £40,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Reporting directly to the Director of Sales and Marketing, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- Identifying, developing, attracting and securing complementary commercial revenue streams to existing core business activities.
- Managing the on-going performance of suppliers and product range with responsibility for maintaining and developing margin for the product range and category.
- Providing support to the finance team with regards contractual commercial requirements, and any related commercial implication of non-performance.
- Creating, maintaining and enforcing policies, procedures and governance to manage commercial risk as well as leading contractual negotiations in conjunction with the Senior Leadership Team

The ideal candidate will have:

- Previous experience of working within a similar Commercial position.
- A proven track record in delivering growth, through the commercialisation of a broad business portfolio, not just its core product offer.
- Experience of assisting with the development and management of commercial processes and procedures.

You must be able to:

- Think ahead, identify new opportunities and create new and innovative approaches to work related issues.
- Work at a senior level, cross departmentally, collaborating to maximise new commercial opportunities across multiple areas of the business.
- Thrive in a pressurised environment.

Apply

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Commercial Manager

FAO: HR Team



Email: careers@manchestercentral.co.uk

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.



Job Description

Commercial Manager

Salary:	£40,000 gross per annum
Hours:	37.5 hours per week
Working pattern:	Monday to Friday – office hours. However, some out of hours to be expected to attend networking events.
Location and business area:	Manchester Central Convention Complex – Sales
Aim of the role:	Responsible for identifying, attracting, securing, and developing complementary commercial revenue streams to existing business.
Directly responsible to:	Director of Sales
Directly responsible for:	N/A

Aim of position:

Responsible for identifying, developing, attracting, and securing complementary commercial revenue streams to existing core business activities.

Working with the Senior Management Team of the business across all areas of commercial potential, reviewing Manchester Central estate (online and offline) to identify new, high value commercial revenue generating opportunities.

Within six months the successful candidate will have secured several short-term commercial returns for the business with longer term ambition to secure material supplementary revenue streams working with partners, suppliers and clients.

Main areas of responsibility

- Development, implementation, and management of new commercial offers and partnerships including the development of new revenue streams for the centre.
- Identifying and creating new areas of commercial activity to generate significant ancillary revenues.
- Manage the on-going performance of suppliers and product range with responsibility for maintaining and developing margin for the product range and category.
- Identifying, sourcing and introducing event partners both for adhoc and long-term event partners, across a portfolio of client events covering multiple sectors.
- Meet and exceed all agreed targets set by the Director of Sales & Marketing.
- To develop and nurture key commercial partners for Manchester Central.
- Provide regular activity reports for the Senior Management Team.
- Proactively represent the business at industry/business networking events, to build and grow relationships.
- Develop and deliver commercial sales presentations to potential customers.
- Providing support to the finance team with regards contractual commercial requirements, and any related commercial implications of non-performance.
- Creation, maintenance, and enforcement of policies, procedures, and governance to manage commercial risk as well as leading contractual negotiations in conjunction with the Senior Leadership Team.
- Providing commercial insights, driving profitable growth and supporting the delivery of the organisation's long-term goals.
- Establishing a preferred supplier directory, including negotiating terms, to generate commercial returns.
- Supporting the wider team in optimising existing services and delivering rights and benefits in supportive and effective ways

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education	Essential	Desirable
Experience		
Previous experience working within a similar Commercial position	✓	
B Proven track record in delivering growth, through the commercialisation of a broad business portfolio, not just its core product offer.	✓	
Previous success of developing new, mutually beneficial relationships that create value for all parties.	✓	
Experience of assisting with the development and management of commercial processes and procedures.	✓	
Skills		
Computer literate including working knowledge of MS packages	✓	
Advanced knowledge of Excel i.e. lookups, pivot tables and reporting	✓	
Ability to work at a senior level, cross departmentally, collaborating to maximise new commercial opportunities across multiple areas of the business.	✓	
Personal Attributes		
Ability to thrive in a pressurised environment	✓	
Ability to think ahead, identify new opportunities and create new and innovative approaches to work related issues	✓	
Ability to work effectively as an individual, as part of own team, the senior management team and in partnership with others	✓	
Ability to maintain strict confidentiality, to establish trust and credibility.	✓	