

GUERNSEY AIRPORT/HARBOUR**COMMERCIAL MANAGER****SO3 OR SO4****JOB DESCRIPTION****JOB SUMMARY:**

The Commercial Manager is responsible for the delivery of non-operational services at the Harbours of St Peter Port and St Sampson and Guernsey and Alderney Airports. In addition he/she needs to be proactive in building and maintaining positive business relationships with customers in both the commercial and leisure markets.

RELATIONSHIPS:

The post holder will report to the General Manager - Ports. The post holder's workload will be determined in agreement with the General Manager- Ports. The post holder will be part of the Ports' Senior Management Team. The post holder will also have regular dealings with members of the public, as well as commercial users, tenants and all other users of the ports or those with an interest in the ports, including Politicians.

MAIN DUTIES AND RESPONSIBILITIES:

Working at a strategic and operational level:

1. To challenge the Ports' offering to ensure it is maximising income opportunities, including those presented by development of the Harbours estate as part of the Harbour Action Area.
2. To gain a good understanding of customers' businesses in order to work with them to develop and enhance commercial opportunities for the Ports and their customers
3. To understand and develop services to meet and exceed business customer expectations at both ports whilst managing the customer expectation in terms of what can and cannot be offered.
4. To drive for efficiencies by challenging the way the businesses are operating including merging contracts and promoting closer working between Ports.
5. To take responsibility for property and estate management. This will include increasing revenue earning opportunities and initiating schemes for private investment opportunities.

6. To comply with all States Resolutions regarding the management and administration of land and property, in particular regard to the entering into, review and termination/determination of any leases, licences wayleaves and legal entities to do with freehold and landlord and tenant issues.
7. Budget Responsibility for income (£21m) and estate management expenditure at Harbours and Airports (£1m). This includes annual budget setting, monthly forecasting, variance analysis and associated reporting processes.
8. To prepare regular reports for the Ports Management and States Supervisory Trading Board covering the above areas, together with other generic reports.
9. To oversee the management of the Technical Services Team (currently 20 staff) at the Harbours and the Electrical and Building Maintenance Staff at the Airport (currently 7 staff) and to drive efficiencies through systems and ways of working.
10. To review and plan for Asset Management. Informing a time and cost estimate schedule of repair /replacement for the future.
11. To balance the conflicting needs of the many different customer groups using the ports facilities and estate.
12. To have a focus on good customer service and to ensure this is embedded in ports culture.
13. To monitor, manage and amend as required the charging structure for use of the ports in alignment with States legislative time lines to ensure reflection of services and facilities provided.
14. To represent the ports at a wider States level including Committee meetings (e.g. Committee for Economic Development), industry interest and representation groups (e.g. AOPA conferences) and on behalf of External Affairs for specialist input (e.g. UK government working parties/select committees).
15. Working closely with the Committee for Economic Development, developing and improving air and sea links.
16. To work in co-operation and partnership with the Ports Management and the team of administrative staff and to be a proactive member of the Port Management Teams.

INTERPRETATION

This job description gives an outline of the duties which the post holder will be expected to undertake but is not intended to be limiting as other duties may arise from time to time. It will be subject to review to ensure that it reflects the current duties and responsibilities of the post holder.

KEY CRITERIA:

ESSENTIAL

1. Demonstrable success at strategic thinking and delivering operational efficiency.
2. Proven commercial awareness, encompassing experienced business to business relationship management and estate or property portfolio management, ideally gained in a private sector environment.
3. A track record of delivering income performance.
4. A track record of managing and servicing commercial and private customers.
5. Proven negotiating skills
6. Excellent interpersonal skills with the ability to deal with a wide range of people in a professional manner
7. Excellent written and verbal communication skills
8. Experience of managing staff in a positive and effective manner
9. Proven ability to make a positive contribution to team working
10. Proven ability to prioritise own workload and that of others in order to meet deadlines whilst maintaining accuracy
11. Political and media awareness
12. Proven experience in business finance functions
13. Demonstrable Health and Safety awareness
14. Demonstrable Customer Service
15. Prepared to travel off-island and work outside the normal working day as required

DESIRABLE

1. Understanding of States legal frameworks
2. A car driving licence
3. An understanding of the relevance and implications of health and safety in a maritime and aviation environment

KEY COMPETENCIES/BEHAVIOURS:

The postholder must demonstrate the following key competencies:

- An ability to anticipate economic, social, political, environmental and technological developments to keep activity relevant and targeted.
- Understand the priorities of the organisation so that plans and activities of own service or function can reflect these.
- Understand the needs and issues of customers and be aware of relevant good practice.
- Bring together views and perspectives of customers and stakeholders to gain better understanding of the impact of activities and promote business for the Ports.
- Become an active and fully committed member of Ports Senior Management team and to influence and direct proposals which will affect the Ports
- Identify changes that can be made and act upon them if it means it can quickly transform the responsiveness and quality of service.
- Challenge the status quo in own and related service / function to achieve value-adding improvements and change
- Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work
- Clarify strategies and plans, giving clear sense of direction and purpose for self and team.
- Stand by, promote or defend own and team's actions and decisions where needed
- Communicate with conviction and clarity in the face of tough negotiations or challenges
- Lead by example, role modelling ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports the Public Service values
- Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests
- Demonstrate genuine care for staff and others – build strong interpersonal relationships
- Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible
- Effectively manage team dynamics when working across Public Services and other boundaries

- Identify and develop all talented team members to support succession planning, devoting time to coach, mentor and develop others

This job description may be reviewed and subsequently amended or modified in negotiation with the post holder and should be read in conjunction with the Conditions of Service.