**Job Description**

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| **Summary** |
| Job Title | Commercial Director |
| Department | Programmes (SISC) |
| Location | National (with a requirement to be in Manchester one day per week) |
| Job Type | Full time |
| Reporting To | CEO |
| Direct Reports | Account Managers, Technical Advisors, Office Support |
| Job Purpose | To deliver market-beating service to businesses, making Hope for Justice the go-to provider of solutions relating to Modern Slavery.To promote and expand the department’s commercial activity to maximise revenue and the extension of Hope for Justice’s core purpose within businesses.  |
| **Duties & Responsibilities** |
| * Develop and implement commercial strategies according to Hope for Justice’s objectives aiming to accelerate the growth of both beneficiary impact and revenue contributions
* This to include overseeing business services development, identifying new market opportunities, determining optimal pricing to balance profit with customer/client satisfaction, and directing marketing operations
* Conduct market research and analysis to create robust business plans on commercial opportunities (expansion, business development etc.)
* Understand the requirements of existing clients to ensure their needs are being met
* Accelerate the growth of new customers
* Build and maintain profitable partnerships with key stakeholders
* Manage client contracts and relationships (new and existing)
* Collaborate and coordinate with the diverse teams across Hope for Justice (marketing, sales, customer service etc.)
* Monitor performance of commercial activities using key metrics and prepare reports for senior management
* Assist in setting financial targets and budget development and monitoring
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| **Person Specification** |
| Experience & Qualifications |
| * Proven experience at senior director level (preferably FTSE), working in a high growth business over several years
* Proven experience in:
* Business consultancy
* Sales
* Managing projects
* Managing relationships with clients
* MBA or similar business qualification(s)
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| Skills & Competencies |
| * Strategic analysis and interpretation of business and organisation situations
* Drive, ambition and energy
* Complete commitment to the aims and values of Hope for Justice
* Outstanding interpersonal and relationship building skills
* Ability to shape projects and solutions for clients
* Commercial awareness partnered with a strategic mind-set
* Excellent organisational and leadership skills
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| **Review** |
| Date Completed | 24/04/17 |
| Version Number | 1.0 |
| Approved By | COO |