



JOB DESCRIPTION

| | |
|------------------------|--|
| Role: | Commercial Manager |
| Responsible to: | Chief Operating Officer (COO) |
| Objective: | Ensure User Voice operates in a commercially astute manner that is in line with its core values and ethics |
| Location: | London |
| Salary: | Up to £45,000 depending on experience |

USER VOICE

Our role is to improve rehabilitation through collaboration.

At User Voice we build the structures that enable productive collaboration between service users and service providers in the criminal justice system. We are able to do this because our work is led and delivered by ex-offenders. This gives us the special ability to gain the trust of, access to, and insight from people within the criminal justice system.

DUTIES AND RESPONSIBILITIES

User Voice has been growing rapidly since being founded in 2009 and is now seeking to consolidate this growth by strengthening its internal support functions. The Board and Founder/CEO are looking to hire a Commercial Manager in a newly created role. The role will report into the Chief Operating Officer and will be a key member of the management team, responsible for the organisation's commercial strategy.

In the last few years, the environment within which User Voice has conducted its business has changed significantly. User Voice has responded to these changes by transforming its own commercial offer. The majority of User Voice's income is now generated through commercial arrangements with government agencies or private sector bodies. Our work is increasingly project-based, with such projects running over a number of years.

Our clients rightly expect their requirements to be met in a professional and timely way. Our relationships with them are governed by normal commercial levers that place our reward at risk of effective performance and appropriate cost control on our part.

The shift of User Voice's business into an increasingly commercial landscape requires us to strengthen our operational and financial disciplines. Balance sheet strength and associated cash flow management have become important factors over the last 18 months, given the need both to deploy working capital to fund our growth, and to offer commercial terms of trade to our clients.

User Voice operates on a national footprint. In the past three years, we have developed a regional operating and management infrastructure. In the coming months, we are looking to strengthen our regional platform by devolving budgetary responsibility to regional teams, albeit with appropriate support being provided, and effective internal control being exercised, from the centre.

We are also entering an exciting strategic period for User Voice during which our commercial capacity and capabilities, and their grounding in our ethics and values, will be increasingly tested. User Voice occupies a unique position in being able to access, obtain and broadcast authentic insights from individuals that often struggle to find a voice.

There is considerable merit, and indeed, commercial value, in User Voice using its position to increase the impact of people with lived experience of prison or probation on the formulation and the operationalisation of public policy. We are keen therefore, to grow our internal capability to enable us to develop the right relationships, in commercially astute ways, whilst, at the same time, protecting User Voice's ethical and financial integrity.

The new role requires an individual with strong communication skills and experience in project management, financial management, financial modelling, contractual management, negotiation and commercial strategy. The successful candidate will be self-driven, energetic, proactive, committed to delivery, and enjoy working in a team whilst also taking ownership. As User Voice is a relatively small team, you must be comfortable being hands-on.

Responsibilities

- Overall commercial strategy responsibility within User Voice including contracts and finances and reporting to the senior management team and Board
- Contribute to the development of User Voice strategy; challenging assumptions and decision-making as appropriate and providing commercial advice, financial analysis and guidance for current and new business developments
- Responsible for financial planning and forecasting; ensuring the business has the analysis and information it needs to understand the past, manage the present and anticipate the future
- Contribute to User Voice's organisational development and, in particular, to lead work on devolving budgets, and appropriate decision-making, to regions

- Responsible for the financial modelling of contract proposals and pricing
- Monitoring of contracts to ensure correct revenue recognition and to track profitability
- Negotiating and agreeing terms of operational contracts, including for example deliverables, financial arrangements and intellectual property
- Providing commercial advice on, negotiating and agreeing other types of contract that User Voice may seek to enter (such as co-venturing arrangements, research activity, branding and marketing, intellectual property and copyrighting)
- Oversee the overall management account process liaising with the outsourced finance partner, ensuring variance analysis informs senior management of User Voice's financial position and performance
- Lead and manage budgeting and forecasting and work closely with cost centre owners
- Balance sheet and cash-flow management, including overseeing timely invoicing and effective credit control
- Ensure appropriate financial and other internal controls are in place
- Oversee other related areas such as tax, insurances, asset management, procurement and banking

PERSON SPECIFICATION

Essential:

1. Minimum three years' experience in a middle management or senior commercial role
2. A recognised high-quality relevant qualification
3. Strong presentation skills with ability to summarize effectively for different audiences
4. Detail-oriented and able to take initiative in owning projects with the support of the team
5. Excellent communication and interpersonal skills
6. A strong and demonstrable commitment to and understanding of the promotion of equality and diversity

Desirable:

1. Experience in contract negotiation
2. Experience in project accounting
3. Experience of the criminal justice system and/or other associated systems as a service user with the ability and motivation to harness this experience positively

FURTHER INFORMATION

Equality and diversity

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

Disclosure and Barring Service (DBS) checks

This post is subject to a standard criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.