

Job Description

Job title	Commercial Contracts Specialist
Profession	Finance
Band	E
Directorate	CCO (Customer)
Accountable to	Senior Commercial Contracts Manager

Job Purpose:

The role will enhance commercial excellence within the department by leading contract management activities for a portfolio of SNG's complex, high-value, strategic, and operational contracts. Expected to leverage commercial expertise to mobilize contracts, manage the delivery and performance, implement contract changes, and handle risk management within the contracts.

Additionally, the role will oversee contract transitions and exits. Utilise commercial knowledge to take calculated risks, enabling improved approaches and services for SNG customers.

Financial responsibility: No financial responsibility

People Responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Senior Commercial Contracts Manager, this role will deliver key accountabilities. The role is expected to use own initiative and judgement with over-arching direction provided by the Property Services leadership team to ensure the achievement of the customer, operational and financial goals, whilst maximising regulatory, legislative and industry best practices.

Key Accountabilities:

Commercial and Contract Management

- Own and maintain the property services contracting database.
- Responsible for oversight and monitoring of the implementation of a portfolio of live contracts across property services.
- Responsible for managing and communicating contract changes, and control notices, instigated through contract negotiation, performance, change requests, contract extensions, and contract innovation, gaining the relevant approvals.
- Provide commercial advice and guidance on contractual matters, referring to and coordinating external legal advice where required.
- Manage payment assessments, supplier performance and conduct supplier audits.
- Ensure adherence to contract KPIs and deliver regular performance feedback.
- Represent the commercial team at monthly review meetings with all contractors (strategic and important partners) where we spend more than £ 5million over the life of the contract.

- Work with other key stakeholders to ensure smooth contract transitions and adherence to commercial and legal standards during the contract lifecycle.
- Liaise with other key subject matter experts across the business (i.e. finance, health and safety, and procurement) to ensure SNG is compliant with the contractual and commercial obligations.
- Be a central point of contact for operational portfolio leads, about any commercial or contractual issues.
- Communicate effectively with stakeholders at all levels to resolve issues.
- Support the operational team on all matters relating to effective management of the contractors including performance, intervention, performance improvement and breach of contract.
- Manage customer contracts and ensure compliance with legal requirements.
- Work closely with the wider Commercial team to collate and analyse performance data and provide insight to colleagues. Create a process to ensure best practice regarding contract management activities and ensure that this is consistently applied across the department. This will involve working closely with our contractor base to monitor operational and non-operational performance against SNG policies.
- Work closely with the Senior Commercial Contracts Manager to develop and maintain commercial registers and robust financial models regarding pricing controls and understanding the impact on forecasts, budgets, and long-term business plans.

Projects and Continuous Improvement

- Take part in projects across the business from a commercial perspective.
- Continually review processes in the department to ensure that they are fit for purpose, efficient, and easily understood.
- Work with locality managers to identify improvements to enhance the efficiency and effectiveness of operations.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone is safe and well everywhere, every day by making health and safety a primary consideration in your decision-making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Expert understanding of contract management and supplier relationship management (SRM) and the principles of end-to-end commercial lifecycle management.
- Experience of contract engrossment, contractual design, and contract legal framework.

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- Experience in enacting contract change control processes.
- Experience in managing the contract lifecycle with a supply chain.
- Significant experience in the commercial contracting and subcontracting field.
- Ability to plan, track, and forecast income and expenditure against relevant budgets, to deliver a value-for-money service whilst taking actions to mitigate any risks.
- Ability to analyse business information and formulate metrics that drive improvements.
- Has attention to detail, is organised and efficient.
- Excellent presentation skills and a good communicator.
- High Level of Microsoft Office Skills.
- Strong analytical skills and able to understand complex commercial contracts.
- A team player.
- Ability to travel on behalf of the SNG as required.

Desirable

- Experience in the Social Housing Sector.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job Code	Author	Date created/modified	Effective date
1.0	4680	Sharon Simmonds	20/02/2025	
2.0	4680	Isabelle Allison	30/07/2026	13/08/2026