

## **JOB SPECIFICATION**

TEL: +44 (0) 1924 468 201  
FAX: +44 (0) 1924 459 429

**JOB TITLE: Commercial Manager**

**LOCATION: Dewsbury**

**RESPONSIBLE TO: Commercial Director**

**RESPONSIBLE FOR: Managing one Commercial Assistant and for co-ordinating the activities of the Commercial Section**

[www.magmaceramics.com](http://www.magmaceramics.com)  
[eng@magmaceramics.com](mailto:eng@magmaceramics.com)

### **MAIN PURPOSE OF JOB**

- Responsible for Assisting the Commercial Director by managing the Commercial section in the production of manufacturing paperwork and drawings including the production of AutoCAD drawings.
- Ensure that Customer requirements are clearly defined and accurately translated into meaningful information such that the Operations function can meet the Customer's requirements.
- Offering direction and instruction to the Commercial assistant and other staff as required.
- Responsible for resolving contractual and commercial issues and for working with the sales and marketing managers in the co-ordination of marketing activities and other company activities.
- To work in collaboration with Operations Management in reviewing, scrutinizing and developing efficient and effective operational process flow.
- To work alongside the Management Team reviewing, analysing and improving efficiency and effectiveness of processes on site.
- Liaison and co-ordination of commercial activities with overseas sites

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Generic Duties (relevant to all staff members).**

- To promote a professional image of the company and themselves at all times.
- To contribute in identifying and undertaking initiatives aimed at improving the efficiency and effectiveness of service delivery.
- To contribute to fully integrated and flexible operations in order to provide a good customer service.
- To maintain, develop and use appropriate electronic systems \ working practices for the benefit of the service.
- To work with and support other team members as required ensuring an effective and efficient service is developed and delivered.
- To provide management information as required for the use of the company.
- You will be expected to contribute to the QHSE procedures of the company.
- To understand and be committed to equalities and diversity and to respect others' values and beliefs and treats others with dignity and respect.
- To understand and be committed to the company mission, values and goals
- You will be expected to seek ways of updating and improving personal skills, knowledge and understanding relevant to your own job role. Magma will undertake regular appraisal interviews with all staff in order to address individuals' personal development needs and to produce a training and development plan for the company.

**Specific Duties (as required specifically for the post)**

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- Assisting the Commercial Director by managing the Commercial section in producing order paperwork for the factory including the production of AutoCAD drawings.
- Liaise with Operations Management to ensure that Customer requirements are clearly defined and agreed with regards to product cost, product quality and delivery times.
- Resolving contractual and commercial problems
- Handle daily business issues,
- Manage company associations, and recognize business opportunities.
- Communication and negotiation with clients or business associates.
- Strategically expand, preserve or improve the company's procedures, standards or policies while sticking to business edicts and regulatory guidelines.
- Working with sales and marketing managers in the co ordination of marketing activities and other company activities.
- Offering direction and instruction to the Commercial assistant and other staff as required, including liaison and co-ordination of commercial activities with overseas sites.
- To work in collaboration with Operations Management in reviewing, scrutinizing, and developing efficient and effective operational process flow.
- Ensuring that the financial aspects and impact of a contract are clear to all parties.
- Carry out risk assessments of the manufacturing processes as required.
- Ensuring that all stakeholders, such as administration, operations, and finance understand and adhere to contractual obligations; reflecting them accurately
- Managing daily commercial operations using Microsoft office and \ or the company in house computer system
- Successfully resolving customer queries quickly and efficiently.

**ACCOUNTABILITIES AND OUTCOMES (functional, managerial, organisational (scope, staff, customers, products, equipment levels of performance, numbers, deadlines)**

- Responsibility for identifying and maximising business development opportunities
- Building and maintaining sound customer relations and developing, maintaining and improving standards of service to customers
- Meeting and exceeding Key Performance Indicators with regard to:
  - i. Sales Activity
  - ii. Target Customers
  - iii. Sales and Profit
  - iv. Growth Strategies

**REQUIRED SKILLS ( essential and desirable required)**

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- Can demonstrate superior management and organisational skills
- Evidence of expert negotiating skills
- Must be computer literate and be able to learn and use the company in house system
- Must have prior industry experience and have an up Comprehensive knowledge about the industry
- Must have good presentation and communication skills
- Must be able to focus on issues, be thorough and have the capacity to be influential and amenable
- Must exhibit professionalism and cordiality with customers, suppliers and staff
- Must have outstanding project management expertise
- Will have proven business development/customer relations experience
- Must have the capacity to adequately handle work stress and be able to meet project deadlines
- Must have the technical knowledge of distribution channels
- Must be decisive, have business shrewdness and can demonstrate solid problem solving, decision making and analytical capabilities

**PHYSICAL \ SENSORY\SPECIAL CONDITIONS ( able to carry out duties, lifting and carrying, factory conditions, chemicals, heat, VDU)**

- Must be able to work to visit the factory on occasions in very hot conditions in parts of the factory
- Will be required to wear Personal Protective Equipment as appropriate

Whilst every endeavour has been made to outline all duties and responsibilities of this post, a document such as this does not allow for every item to be specified in detail. Broad headings have therefore been used, but all the usually associated tasks and routines are naturally included in this job description. Standards of competence for this post may be set at a future date.