Dŵr Cymru
Welsh Water

Job Description

Job Title: Commercial Coordinator (ECARE017) – 12 month FTC/Secondment
Part Time – 18.5 hours

Reports to: Area Lands Manager

Team: ECARE

Location: Llyn Brenig

Band: 4 (£22,717 - £25,812)

As a credible member of the Commercial ECARE Team you will:

- Contribute positively and with high levels of energy to the management of the Visitor Centre with the aim that ECARE comes to be recognised as leading managers of countryside visitor attractions
- Recruit and manage with the support of the Area Lands Manager a team of seasonal catering and retail staff, to project a positive image of DCWW while maximising the profitability of the Visitor Centre
- Assist with the management of the costs and revenues so that there is a focus on profit and loss locally and throughout the ECARE business
- Provide Commercial and Administrative support to the team of Countryside Rangers as they deliver services in Grounds Maintenance, Forestry management, Biodiversity, Public Access, Education, Conservation and Amenity
- Support an enhanced commercial awareness across ECARE, and share best practice with the Commercial Assistants at the other three Visitor Centre sites in ECARE

As Commercial Coordinator you will:

- Manage the catering enterprise at the Visitor Centre with responsibility for food preparation food hygiene, compliance, presentation, delivery, menu choices, pricing, and accounting.
- Manage the retail enterprise at the Visitor Centre with responsibility for product range, presentation, pricing, and accounting.
- Manage the ECARE Office finances and budgets and develop and implement processes for the placing of orders, in accordance with DCWW procurement policy. Manage all aspects of ordering and stock control and the payment of invoices.
- Manage the Visitor Centre administration so that all staff timekeeping, attendance, leave, expenses, overtime, training, are controlled and recorded.
- Manage the Visitor Centre facilities so that they are kept clean, safe and compliant, with records maintained. Arrange the upkeep, maintenance and specialist servicing and cleaning of all public and non-public areas.
- Market and promote the Visitor Centre and constantly review and develop customer service.

Commercial Coordinator principal Accountabilities:

- Choose, procure, display and price retail products and cafe offerings to maximise overall Visitor Centre profitability.
- Recruit and line manage all seasonal cafe and shop staff.
- Arrange training, monitor attendance, and authorise time sheets for all shop and cafe staff
- Ensure the health and Safety of the Visitor Centre as a work place and as a venue open to the public
- Provide a courteous, efficient, shop and cafe service during the season and maximise income from the shop and café by promoting events etc.
- Collaborate with other Visitor Centre sites to achieve effective and timely communication, throughout the year, of marketing literature and sales information
- Ensure a friendly event planning and booking service is provided for all customers and ensure forthcoming events and visits are communicated to all site staff
- Maintain accurate daily, weekly, monthly and annual records of the following, for audit:

    - Health & Safety and hygiene records, safety checks, specialist cleans, inspections.
    - All income received including accurate cashing up and banking records.
    - All invoices received and to ensure the processing of those invoices in accordance with policies and procedures and with requests from the Finance team at HQ.
    - Staff attendance and absence records for all permanent and agency staff, ensuring they are kept up to date on a daily basis
    - All items of retail and cafe stock purchased, of stock held and stock sold, to enable full audit of these records
    - Statutory Inspections, best practice safety checks, specialist cleans

- Ensure the accurate processing of requests for payment (RFP's) and cheques in accordance with DCWW policies and procedures to ensure correct payments are made at all times.
- Procure all goods and services and capital purchases in accordance with DCWW Procurement rules
- Pay suppliers using purchase card or cheque and to keep a record of transactions.
- Recharge third parties and other DCWW departments for any goods and services provided by ECARE to external or internal customers
- Collect rents and other estate related fees and charges
- Assist with returns and reports as required from DCWW HQ
- Carry out any other duties as required to meet business needs

Experience, Qualifications and Skills	**Assessment Method**		
	A	**I**	**T**
Commercial Experience or Qualification in Catering and or Retail ideally in Visitor Attraction / Tourism environment	x	x	
MS Word, Outlook, and Excel skills essential	x	x	
Experience or Qualification in Accounting or Book keeping , stock control	x	x	
Customer facing communication skills	x	x	
Experience in Management of Staff and contractors	x	x	

Key:

A – Assessed via application form
I – Assessed at interview
T – Assessed using psychometric / ability test

Key Relationships:

Internal:

- Operational Site managers and supervisors
- Headquarters strategy / finance managers
- Estates Department
- Facilities Management team

External:

- The public
- Neighbours
- Clubs and societies
- School parties
- Contractors and suppliers

Competencies	Assessment Method		
	A	I	T
Achievement Motivation - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.		x	
Commercial Awareness - The understanding of the economics of business. The understanding of the business benefits and commercial realities, from both the organisation's and the customers' perspectives.		x	
Communication skills – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows.	x	x	
Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times.	x	x	
Creativity/innovation – The ability to look at issues from a broad perspective, to come up with imaginative solutions, and to identify innovative alternatives to typical, unusual or difficult situations or problems.	x	x	
Critical Thinking - The ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.		x	
Decisiveness - The ability and readiness to make timely, practical and resource effective decisions, and to act on conclusions reached.		x	
Developing People – The ability to set clear goals for others; to assign responsibility; to measure performance; and to seek and deliver feedback to achieve quality, timely results and enhanced individual performance.	x	x	

Environmental & Organisational Awareness - The awareness of economic, environmental, social and political factors, current and changing, likely to affect the job or the organisation. The ability to assess the impact of these factors on the job or the organisation and to overcome challenges and seize opportunities to optimise effectiveness.	x	x	
Influencing Skills - The ability to make a clear, persuasive presentation of ideas or facts, verbally or in writing; to convince others; to gain agreement or acceptance of proposals or views.	x	x	
Initiative - The ability to actively influence events rather than passively accept them. The ability to see opportunities and to act on them, to originate action.		x	
Interpersonal Sensitivity - The awareness of other people and the environment and one's own impact on these. The ability to get on with people in different situations and to work with others to achieve mutual goals.		x	
Judgement - The ability to evaluate people and situations and to reach logical, fair decisions. An unbiased, common sense approach		x	
Leadership – The ability to understand the business needs and to translate these into a shared purpose, strategy and objectives and to motivate and inspire others to work towards these. The ability to gain the respect and commitment of others.	x	x	
Ownership and reliability – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done.	x	x	
Resource / Project Management – The ability to establish an appropriate course of action, either for oneself or for others, and to manage all resources (to include people, budgets, contracts, systems and processes) effectively, in order to achieve an objective**.**	x	x	

If you wish to apply please complete an application form and return it to
recruitment@dwrcymru.com

Welsh language skills are desirable for this post
Dŵr Cymru Welsh Water is an Equal Opportunities Employer