

Job Description

Position title	Senior Commercial Manager
Date	January 2026
Line manager title	Principal Commercial Manager
Grade	7

Purpose

To strategically maintain and expand the commercial activities within the region, winning new business, exploring new avenues of activity and seeking new opportunities to exploit in order to increase profitability whilst ensuring that the quality and quantity of raw materials into SUEZ facilities is consistent with demand.

Ensure material flow between Suez facilities is driven by and within an overarching strategy.

Key responsibilities

Business strategy formulation and implementation

Develop the commercial sales plan for each facility in the region to ensure maximum throughput through facilities at the optimum price and quality.

Make recommendations for the shaping of the regional strategy and formulating the implementation tactics to deliver the objectives

Ensure delivery of the Regional budgetary targets by deploying a range of tactical sales strategies to research, identify and target potential customers and new business streams.

Continually review and monitor competitor service offering to understand the potential threat of entry of new competitors to the market and make recommendations for innovations and improvements (strategic partnerships, pricing strategies, approaches to material flow) to stay ahead of these threats, improve competitiveness, maintain market share and differentiation.

Identify initiatives to save costs, rationalise and make recommendations for implementation of new processes.

New business Development

Ensuring management is provided with accurate sales data, realistic prospects and forecasts and is kept informed about significant customer, competitor or market changes.

Regularly reviewing forecasts, pipeline, price, margin and Sales Action Plans with Internal value chain Colleagues ensuring all opportunities are explored and exploited.

Key responsibilities [cont'd]

Profitability

Garner support from Internal value chain Colleagues in creating Sales Action Plans (including dealing with blockers, customer objections or competitive situations).

Identifying new potential customers through industry and market research and networking.
Develop and deepen customer relations, ensuring a full understanding of customer and sales needs and identify revenue growth opportunities.

Provide on-going reports on commercial sales performance achieved and provide accurate forecasts.

Internal customer

Display effective Leadership skills by Co-ordinating the value chain stakeholders to ensure that the business objectives are aligned and focussed towards delivering the over-arching quality and service consistency components.

Manage the efficiency of each link of the value chain to deliver the business plan profitability.
Actively supporting Internal value chain Colleagues in monitoring, assessing and managing raw material and end-product quality including negotiating (and renegotiating) deals.

External customer

Managing quotations, bids, offers and contract review process and lead negotiations.

Continually review the customer agreements, making recommendations for change and re-negotiation as required.

Assisting in ensuring that any major conflicts with customers around customer service level and billing issues are resolved.

Proactively meeting with customers on a regular basis to ensure customer satisfaction.

Review customer responses to Over and Above annual survey with customers in order to maintain and deepen relationship.

Skills

Proven ability to deliver raw material purchases and/or end-product sales.

A strategic approach to decision making

Strong commercial and negotiating skills

Good business and personal judgement.

Have the ability to collaborate with internal value chain colleagues and stakeholders.

Ability to work under pressure and manage conflicting priorities.

Good written/verbal communication, organisational and interpersonal skills.

Good analytical skills with the ability to use information intuitively and commercially.

Ability to analyse and manipulate data in MS Excel including basic business forecasting.

Ability to manage and develop sales managers to ensure effective, coordinated and profitable approach to material sourcing

Display effective Leadership skills by Co-ordinating the value chain stakeholders to ensure that the business objectives are aligned and focussed towards delivering the over-arching quality and service consistency components.

Manage the efficiency of each link of the value chain to deliver the business plan profitability.

Actively supporting Internal value chain Colleagues in monitoring, assessing and managing raw material and end-product quality including negotiating (and renegotiating) deals.

Behaviours

- **Shape the Future:** Put our client at the centre of our actions, Design an actionable vision, Make sustainability a key differentiator, Dare to innovate and drive continuous improvement.
- **Make it Happen:** Dare to drive change, be exemplary to aim for success.
- **Collaborate to Elevate:** Always lead in the Groups best interests, Foster Transparency & Networks
- **Unleash the talent of your People;** Trust & delegate, Allow each person to grow, Care for yourself & others.
- **Team Spirit:** Together, we work, we collaborate, we problem solve, we support, we encourage and we celebrate.
- **Respect:** We care, we can be our authentic selves, we're compassionate, we're ethical and we're honest. We act to keep everyone safe and well.
- **Commitment to the Environment:** We preserve, restore and protect our planet. We act to reduce, reuse, recycle and recover resources.
- **Customer Focus:** We're dedicated, focused and creative. We innovate, we advocate and we collaborate with our customers for the environment.
- **Continuous Improvement -** Demonstrate a proactive and collaborative approach to identify and implement opportunities which continually improve business processes, quality and overall performance.

Knowledge

Be knowledgeable about business needs, services and products.

Good understanding of the value of strong customer service / customer loyalty.

Specific candidate requirements

7 years commercial sales and business development track record.
Proven ability to deliver raw material purchases and/or end-product sales.
A strategic approach to decision making
Strong commercial and negotiating skills
Good business and personal judgement.
Have the ability to collaborate with internal value chain colleagues and stakeholders.
Ability to work under pressure and manage conflicting priorities.
Good written/verbal communication, organisational and interpersonal skills.
Good analytical skills with the ability to use information intuitively and commercially.
Ability to analyse and manipulate data in MS Excel including basic business forecasting.
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Qualifications

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.