
JOB DESCRIPTION: HEAD OF COMMERCIAL OPERATIONS

1. POSITION SUMMARY

JOB TITLE:	Head of Commercial Operations
EMPLOYMENT STATUS:	Permanent
LINE MANAGER:	Chief Commercial Officer
LOCATION:	Shoreham-by-Sea
STANDARD WORKING HRS:	37.50 hours per week, Monday to Friday inclusive
SALARY RANGE:	£DOE
HOLIDAY:	25 days per annum
BENEFITS:	Company Pension Scheme, Health Scheme (BUPA), Life Cover, EAP (employee assistance programme), Free Beverages, Discounted Gym Membership, Discounted Eyewear and Free Eye Test, Ride to Work Scheme, Electric Car Charging, Free Parking On-site.

We are currently recruiting a Head of Commercial Operations to join the Sales and Marketing Department at our headquarters in Shoreham-By-Sea.

Over the last 13 years, Cox Powertrain has been on a mission to deliver a revolutionary new concept in ultra-lightweight diesel engines with their market revolutionising CXO300. Since 2007, Cox has successfully raised over £120 million of private investment, to bring the outboard from a dream to a reality. Having begun production in May 2020, the CXO300 is becoming hugely popular in the market and demand is on the rise.

2. JOB FUNCTION & RESPONSIBILITIES

The purpose of the role is to build and operate a class-leading Commercial Operations team where each function of the department is structured to operate around a robust process to deliver results whilst having the capability to solve short-term ad-hoc problems and to think strategically over a longer-term horizon.

Lead and develop Cox's global Commercial Operations function including Sales Process, Sales Operations, Sales Planning, Reporting and Analytics, Network Development, Pricing Strategy and Operations, Product Planning and Business Systems Management.

2.1 KEY RESPONSIBILITIES:

Sales:

- Create and manage the short, medium, and long-term sales planning process

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- Manage the planning process with the regional directors to agree on country and model mixes per cycle which align with live market demand, while delivering the expected yearly financial and sales budgets
 - Create and manage the sales operations framework
 - Develop a strong sales culture and capability within the Commercial organisation
 - Ensure excellent customer service to the regional teams and distributor network
 - Own and manage the terms of sales including payments, credit lines and deposits
 - Develop class-leading daily, weekly, and monthly reporting
 - Develop effective market intelligence and analysis capability with the Commercial department
 - Conduct ad-hoc research topics
 - Lead cross-functional teams to develop new innovations and solve business-critical problems. Also manage complex communications with the factory, regions, and distributors
 - Physically map out and own the sales process, end-to-end for all sales channels including target setting for distributors
 - Identify areas within this framework for improvement, document areas of improvement, and transform data into knowledge to allow the organization to take decisions.

Network Development

- Working with CCO, and Head of Sales in conjunction with Regional Directors to develop and manage a global distribution network to drive profitability and growth in accordance with company targets
- Design and delivery of global strategic roadmap for network performance
- Work with Sales Planning manager to assess and analyse market potential
- Assess, encourage, and replace distributors as appropriate
- Develop and implement a performance improvement programme for underperforming distributors
- Conduct regular performance benchmarking
- Actively manage and negotiate distribution contracts
- Develop distributor standards and performance compliance and measurements (data insight, audit)
- Identify, evaluate, and propose new market opportunities
- Refine the onboarding process, including development, distribution and documentation of the process, procedures, legal documents, and business management
- Maintain network legal compliance and ensure policies are up to date and adhered to

Product and Price

- Develop a long-term product and pricing strategy and process for Cox, collaborating with key members of the Cox leadership team.
- Contribute to the development of a gateway process for product development and manage the milestone deliverables

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- Manage pricing operations including currencies, margins, bonuses, tactical and price rises. This also includes systems administration of price files as well as ownership of the pricing terms in the distributor contracts and trading information

Business Systems

- Lead, champion and encourage continuous improvement and change management of existing business processes and systems to ensure we are exceeding industry benchmarks
- Development and integration of the overall Commercial System landscape encompassing all aspects of Epicor, Salesforce, and other supporting systems

3. STANDARDS

3.1 PERSONALITY TRAITS

- Intelligent analytical thinker
- Commercially and numerically astute
- Excellent communicator
- Strong work ethic
- Unimpeachable integrity
- Excellent management, organisation, and people skills
- Ability to work under own initiative and under time pressure
- Experience working in a fast-paced environment
- Enthusiastic, entrepreneurial & pro-active
- Confidence in engaging with stakeholders and external parties

4. SKILLS AND EXPERIENCE

4.1 NECESSARY

- 10+ years' experience working in Sales, with 5+ years in a leadership role
- A degree education in Business, Maths, Finance or Economics
- Demonstrate experience in creating and implementing commercial strategies
- Demonstrate business growth via effective sales strategy
- Ability to alter strategies and tactical actions based on company requirements
- Ability to interpret data and formulate into insightful reports and presentations
- Knowledge of different marketing channels including digital, communications and events

4.2 ADVANTAGEOUS

- Previous Sales Planning and Sales Operations experience
- Experience in global Price Management and Product Strategy
- Experience working with a product on a global level
- Experience in the automotive or marine industry
- Experience in working through a distributor/dealer network

Why Cox Powertrain?

With a global reach of over one hundred territories, you will be joining a business that puts innovation at the forefront of everything we do and aim to be leaders in our field. To achieve this, we are always on the lookout for new talent to join our team.

Join the team and be a part of revolutionising the marine industry