

Commercial Executive (Maternity Cover)

Reports to: Commercial Director

Duration: 12 Month Fixed Term Contract

Objectives of the role

This role will provide day to day support to the wider Commercial Team and their activities. Alongside specific tasks to develop key areas of the business in supporting our field teams and our tenanted and operator managed pub estates, either directly or via other departments.

This role will appeal to individuals who enjoy working at pace whilst covering a variety of different tasks/responsibilities. This includes establishing and maintaining routine structures and processes whilst also simultaneously managing a number of important projects/initiatives. This is a role based at Chester Head Office but there may also be occasional travel required as part of the role.

Key responsibilities

- Provide support to the Commercial Director.
- To ensure the effective management of supplies and services to our Operator Managed pub estate.
- To oversee the effective provision of key support services to the tenanted pub estate.
- To oversee and co-ordinate the activities and initiatives programme across the estate.
- To oversee the administration of a customer support platform.

Key priorities of the role

- To be the first point of contact for the Commercial Team.
- To manage the provision of key supplies / services required by the Operator Managed pub estate.
- To oversee the effective provision of key support services to the tenanted pub estate.
- To provide support for all internal and customer orders through a customer support platform.
- To be the key content manager for customer support platform, inc. field employee budgets.
- To manage and/or support the development, implementation & evaluation of activities and initiatives across the estate, as agreed by the Commercial Director.

Personal qualities

- Highly organised – able to balance a variety of tasks simultaneously and manage simultaneous requests, someone who is used to dealing with multiple stakeholders both internal and external.
- Disciplined – to be focused on the tasks in hand and prioritise requirements to ensure service is maintained with the minimum of supervision, but also able to know when to escalate to ensure the best service delivery.
- Flexible and versatile – an individual that is able to balance the needs to the business with the variety of work levels in the role to hit targets, plan ahead and to ensure the best results.
- Excellent communicator – able to confidently liaise with individuals at all relevant levels and both internal and external in a verbal format but also able to produce effective, meaningful written communications. To be the first point of contact for the Commercial Department.
- Attention to detail – to deliver projects/initiatives effectively and on time.
- Commercially astute – instinctively evaluates the commercial merits of all actions & activities.
- Computer skills – Requires a minimum of intermediate use of Microsoft packages including word, excel, and outlook. Powerpoint and word skills are essential. Use of database and management systems, website maintenance, eshots would be an advantage.
- To have a genuine customer and service focussed approach with a drive to deliver activity with the highest level of service.

Admiral Taverns Values and Behaviours

Core to the Group’s ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



Behaviours

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



Behaviours

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time



Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.