

CORNWALL  
HOUSING

[cornwallhousing.org.uk](http://cornwallhousing.org.uk)

# Commercial Manager

Recruitment pack



# About us

On behalf of Cornwall Council, CHL manages and maintains just over 10,200 Council homes. CHL also looks after approximately 400 leasehold homes on behalf of the Council and manages garages, shops and land in neighbourhoods where there is Council housing.

Additionally, CHL owns 56 homes which were built for social rent in Cornwall. Cornwall Housing is a limited company, wholly owned by Cornwall Council, and any surplus generated through its activities is reinvested in improving housing within the district.



# At Cornwall Housing, we do things differently.

We're not just another housing provider – we're a team of passionate people working together to shape the future of housing for our communities in Cornwall. If you're looking for more than just a job, you've come to the right place.





We're listening to what our residents want from us and what our employees need to thrive.

## **Be part of real change**

We're transforming the way housing services are delivered, working across three localities to better meet the needs of our residents. This is your chance to be part of that change – working in a way that's new, innovative and rooted in the communities we serve.

## **More than just a 9-5**

We believe that work should fit into your life, not the other way around. That's why we have recently enhanced our annual leave entitlement and offer flexible working through 'Balance'. Balance at Cornwall Housing helps you establish a working environment based on trust and ensures you have the right balance between succeeding in your role and your personal commitments.

## **Benefits that matter**

We care about your future and every employee at Cornwall Housing is enrolled in the generous Local Government Pension Scheme. We offer competitive salaries and you have access to Vivup, a platform offering discounts at Tesco, Currys, Asda – helping your money go further. Maybe you want to cycle to work? Or buy more annual leave? We've got a scheme for that too.

## **A place where you belong**

We're a family friendly employer and understand that work outside of life matters, whether that is supporting parents, carers or just encouraging a better life balance, we're here to help you thrive both professionally and personally.

Join us at Cornwall Housing and be part of the change – where your work has purpose, your ideas matter. Help create safe homes in strong communities for one and all.

# Role profile

**Role title:** Commercial Manager

**Team:** Finance and Procurement

**Salary:** £56,197

**Report to:** Head of Finance and Procurement



## Role purpose

The Commercial Manager provides strategic commercial leadership across Cornwall Housing's property services contracts, ensuring the delivery of high-quality, cost-effective and value-for-money services.

The role leads commercial assurance activities across responsive repairs, voids, planned maintenance, capital works, adaptations and compliance contracts, ensuring effective cost control, contractual performance, risk management and continuous improvement.

As the organisation's senior commercial lead, the postholder is responsible for managing contractor commercial relationships, overseeing quantity surveying activities, developing commercial strategies and ensuring robust governance of contract expenditure.

The Commercial Manager is responsible for the commercial management of Cornwall Housing's property services delivery contracts and associated supply chain arrangements. The role leads commercial assurance and quantity surveying activities across multiple workstreams including:

- Responsive repairs
- Void repairs
- Planned maintenance
- Capital investment programmes
- Mechanical and electrical works
- Adaptations
- Disrepair works
- Specialist property services contracts

The post holder acts as the primary commercial adviser to Property Services leadership teams, ensuring commercially sound decision making and achievement of value-for-money objectives. The role will also provide commercial advice to other Cornwall Housing Directorates as needed.

# Core responsibilities

## Commercial Leadership

- Lead the commercial management of all major property services contracts.
- Develop and maintain commercial strategies that deliver value for money and support service objectives.
- Provide strategic advice on commercial risk, contract performance and cost management.
- Act as the senior commercial adviser across Property Services.

## Commercial Assurance & Cost Control

- Lead and manage the Quantity Surveying function.
- Ensure robust cost management, financial forecasting and expenditure monitoring across all contracts.
- Oversee valuation, variation, change control and final account processes.
- Develop benchmarking and performance measures to drive commercial efficiency.
- Identify and deliver cost reduction and service improvement opportunities.

## Contract Performance

- Build effective strategic relationships with delivery partners.
- Lead commercial performance reviews and governance meetings.
- Challenge contractor performance and drive continuous improvement.
- Resolve commercial disputes and contractual issues where required.
- Ensure contractual obligations are effectively managed and enforced.

## Risk & Governance

- Ensure contractual and commercial risks are identified, managed and reported.
- Maintain robust commercial controls, records and audit trails.
- Support compliance with financial regulations, governance requirements and contractual obligations.

- Ensure commercial activity supports regulatory and statutory compliance requirements.

## Leadership & Management

- Lead, develop and motivate the Quantity Surveying and Commercial Support functions.
- Establish clear performance expectations and objectives.
- Promote collaborative working across Property Services, Housing Operations and Resources teams.
- Foster a culture of accountability, continuous improvement and customer focus.

## Health & Safety and Supporting Equality & Diversity

- Model and promote CHL's Equality and Diversity policies within the team and in all customer and contractor interactions.
- Support a positive health and safety culture by ensuring accurate recording, escalation and tracking of safety-related information, incidents and concerns raised through customer contact or contractor communications.

Promote and represent CHL with stakeholders and partners to promote CHL's priorities and championing the business at all times.

The key responsibilities and duties of the role are neither exclusive nor exhaustive. All CHL staff are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

## Safeguarding

Cornwall Housing is committed to safeguarding and promoting the welfare of vulnerable adults and children. Safe recruitment of staff is central to this commitment, and Cornwall Housing will ensure that its recruitment policies and practices are robust, and that selection procedures provide that level of safeguarding assurance.



# Person specification

## Behaviours, Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

| Behaviours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Assessment Method              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <p><b>Collaboration</b></p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <p><b>Honest</b></p> <p>You take responsibility for your work, your environment, and your development.</p> <p><b>Learning</b></p> <p>You apply expertise, solve problems, and make improvements to deliver the best possible customer outcomes.</p> <p><b>CHL Leaders live the values through</b></p> <p>Creating a healthy and engaging working environment, building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance.</p> | Application Form and Interview |
| <p><b>Qualifications and Experience</b></p> <p>The following qualifications and experience are essential:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Assessment Method</b>       |
| Strong understanding of contract law principles, procurement rules (including the Procurement Act 2023) and commercial risk management.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Interview and Application      |
| Ability to interpret contract clauses, manage variations and ensure contractual compliance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Interview and Application      |
| Demonstrable experience of managing multi-million-pound contracts in housing, property services or construction delivery.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Interview and Application      |
| Experience of managing Multi-Disciplinary Contractor frameworks or frameworks with mixed delivery models                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Interview and Application      |
| Experience in procurement strategy, retendering and market engagement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Interview and Application      |
| Experience with service transformation or business improvement programmes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Interview and Application      |

|                                                                                                                                                                                                                                                                                                                                                                    |                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Strong leadership skills, able to motivate, develop and challenge team members effectively.                                                                                                                                                                                                                                                                        | Interview and Application     |
| Ability to set clear expectations, support performance improvement and lead change                                                                                                                                                                                                                                                                                 | Interview and Application     |
| Excellent written and verbal communication skills, able to draft clear contractual correspondence, reports and board-level briefings.                                                                                                                                                                                                                              | Interview and Application     |
| Excellent organisational skills with the ability to manage competing priorities, deadlines and complex workflows.                                                                                                                                                                                                                                                  | Interview and Application     |
| <b>The following qualifications and experience are desirable</b>                                                                                                                                                                                                                                                                                                   |                               |
| Degree or equivalent professional qualification in Quantity Surveying, Commercial Management, Construction Management or related discipline.                                                                                                                                                                                                                       | Application and certification |
| Significant experience managing large-scale property, maintenance or construction contracts.                                                                                                                                                                                                                                                                       | Interview and Application     |
| Demonstrable experience of commercial management within housing, construction, infrastructure or property services environments.                                                                                                                                                                                                                                   | Interview and Application     |
| MRICS or working towards professional membership.                                                                                                                                                                                                                                                                                                                  | Application and certification |
| CIH Level 4 or equivalent (or willingness to work towards)                                                                                                                                                                                                                                                                                                         | Interview and Application     |
| <b>Other requirements</b>                                                                                                                                                                                                                                                                                                                                          |                               |
| The duties of the role will be carried out in line with the CHL Flexible Working model – Balance. It is a condition of employment that the role holder can attend the office as required to attend face-to-face meetings in order to fulfil the obligations of the role.                                                                                           | Application Form              |
| The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle. | Application Form              |
| The duties of the role involve travel on a regular basis the role holder will be required to provide a suitable vehicle.                                                                                                                                                                                                                                           | Application Form              |
| This role has been identified by the organisation as safety critical                                                                                                                                                                                                                                                                                               | Yes                           |
| This post is subject to a criminal record Disclosure & Barring Service (DBS) check                                                                                                                                                                                                                                                                                 | Yes – Basic                   |

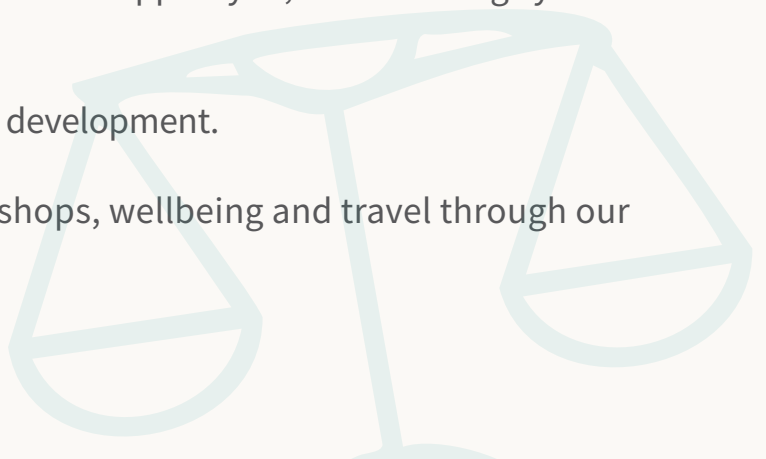


## What you'll get from us in return is:

**A challenge like no other – Cornwall is unique and so are we!**

### **A highly competitive total package that includes:**

- Local Government Pension Scheme:
  - A pension based on your career average revalued earnings
  - A death in service lump sum
  - Ill health retirement from any age
  - Spouse, civil partner or cohabiting partners pension
  - Children's pension
- 28 days annual leave plus bank holidays (rising to 31 days plus bank holidays after 5 years' continuous service) with the option to buy more, family-friendly policies, and 'Balance' - our flexible approach to work.
- Tax-free reimbursement of business mileage in accordance with HMRC guidelines.
- Access to our Lease Car Scheme if covering a minimum of 1,000 business miles per year.
- A senior management team who will listen and support you, and encourage your ideas and creative thinking.
- Support in your continuous learning and development.
- Access to discounts on entertainment, shops, wellbeing and travel through our online portal.
- And a chance to really make your mark.



# Commercial Manager

**Closing date:** 24 November 2026

**Interviews (in person):** 9 December 2026

## Next steps

Thank you for your interest in joining Cornwall Housing in this influential and critical role. You can apply for the position by visiting our recruitment microsite below:



**<https://publicleadersappointments.com/cornwallhousing/>**

To schedule an exploratory conversation to learn more and discuss your skillset and ambition in further detail, please contact Melissa Stewart, Consultant, Public Leaders Appointments: [melissa@publicleadersappointments.com](mailto:melissa@publicleadersappointments.com)

## Contact us

By emailing: [info@cornwallhousing.org.uk](mailto:info@cornwallhousing.org.uk)

By letter, to: **Cornwall Housing**  
**Chy Trevail**  
**Beacon Technology Park**  
**Bodmin**  
**PL31 2FR**

By calling: **0300 1234 161**

**CORNWALL  
HOUSING**

[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)