

Position Description

Position Title	Manager Commercial Management
Portfolio	Member Services
Reports To	Executive Manager Member Services
Employment Type	Full-time
Location	West Leederville

Team Overview

The Commercial Management Team is primarily responsible for delivering the WALGA Preferred Supplier Program (PSP). The team manages the contractual agreements and relationships with Preferred Suppliers and provides advice, support and resources to WALGA Members using the PSP. The team also delivers other commercial initiatives and projects within the Member Services portfolio.

Position Purpose

The Manager Commercial Management leads the strategic delivery of the PSP and other commercial initiatives. It is responsible for generating a significant proportion of WALGA's income and ensuring the continued high performance of the PSP. The role manages key relationships with Members, Preferred Suppliers and other stakeholders, providing advice and direction on the delivery and management of the PSP both internally and externally.

Key Accountabilities

Team Leadership	• Demonstrate a consistent and visible commitment to WALGA's values by leading and fostering a team culture of collaboration, accountability, innovation, curiosity, continuous improvement, and agility. • Build and lead a high-performing team with the capabilities required to deliver strategic outcomes, providing guidance, coaching, and support to encourage exploration of new ideas and approaches that benefit WALGA and the sector. • Translate business plan objectives into actionable initiatives, setting clear team goals that promote ownership achieve meaningful outcomes.. • Embed accountability into all business processes and decisions. • Collaborate with other teams across WALGA to promote cohesion and integration of Commercial Management and Member Services initiatives.
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	• Manage team budget and FTE in consultation with the Executive Manager, ensuring resources are used effectively to support team performance and strategic priorities.
Strategy and Organisational Development	• Provide strategic and operational advice to senior management to support the ongoing development and delivery of the PSP, ensuring alignment with WALGA's strategic objectives and Member needs. • Contribute to WALGA's budgeting process and be accountable for achieving commercial success, with a focus on long-term sustainability and value for members. • Lead the identification and implementation of innovative, evidence-based initiatives that enhance service delivery, Member engagement and supplier value. • Apply critical thinking and market analysis to explore best practice approaches, considering the unique dynamics between Local Government, the private sector and public agencies. • Collaborate with internal teams to ensure commercial initiatives are integrated and aligned with broader organisational goals and priorities. • Understand and navigate the differing priorities, governance structures, and operating environments of Local Government and its external stakeholders to inform strategic direction. • Represent the Member Services portfolio and WALGA at events, WALGA Zone and State Council meetings, and other forums to advocate for the PSP and gather insights to inform future direction. • Monitor the implications of strategic decisions, ensuring governance, risk and compliance considerations are embedded in planning and delivery.
Commercial Management	• Oversee the management of commercial initiatives and Member Services of a commercial nature. • Guide the development and use of analytics to inform strategic decisions, track performance, and support continuous improvement across commercial activities. • Contribute to the development of commercial frameworks and tools that support consistency, transparency, and strategic alignment.
Preferred Supplier Program Management	• Oversee contract management ensuring compliance, efficiency, and value delivery. • Facilitate resolution of disputes and escalate service delivery issues where appropriate. • Lead and support Member engagement in respect to the use of PSP. • Promote the benefits and value of the PSP across the sector • Identify, develop and implement initiatives and efficiencies that enhance the PSP. • Collaborate closely with the Commercial Development Team to identify opportunities for program enhancement and innovation. • Monitor program performance and contribute to continuous improvement through feedback, insights, and stakeholder consultation. • Support the development of tools and resources that assist Members in navigating and maximising the PSP.

Relationship Management	• Build and maintain professional relationships with WALGA Members to understand their needs within the PSP and ensure commercial initiatives are responsive and relevant. • Engage with key Preferred Suppliers to ensure delivery of value and maintain a contemporary understanding of market trends, supplier capabilities and sector dynamics. • Liaise with external stakeholders, including industry bodies, government agencies, and counterpart associations, to raise awareness of the PSP and enhance its strategic value across the sector. • Represent WALGA in inter-jurisdictional meetings, forums, and discussions, providing strategic input and thought leadership to advocate WALGA's position, foster collaboration, enhance sector engagement, and drive continuous improvement of commercial initiatives. • Collaborate internally to identify cross-over of work areas and deliver shared outcomes.
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Key Relationships

Who	Why
Internal	
Executive Manager	• Escalate issues, make suggestions and provide updates • Provide expert advice and contribute to decision-making. • Identify emerging issues/risks and their implications and propose solutions • Report on progress towards business objectives and discuss future directions
Direct Reports	• Lead regular discussions and decisions regarding key projects and deliverables • Lead, direct, manage and support performance using the Performance and Development program and Capability Framework • Provide guidance and coaching, translating team objectives into actionable initiatives • Foster a positive growth mindset and a strong sense of customer service
Member Services / WALGA Team	• Provide expert commercial advice to members of the Member Services portfolio and subject matter experts across other WALGA portfolios • Promote a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals • Actively seek out opportunities to contribute to and collaborate with broader organisation, supporting the accomplishments of teammates • Foster a sense of unity and cooperation to achieve shared goals
Stakeholders/Members	• Manage expectations and resolve issues • Provide expert advice on PSP related issues and strategies • Optimise engagement to achieve defined outcomes

	• Communicate needs and facilitate routine business transactions • Monitor, direct and address enquiries
External	
Stakeholders	• Build and maintain professional networks across jurisdictions to stay informed on emerging issues, share insights and learnings, and collaborate on coordinated responses to sector challenges • Manage expectations and resolve issues • Monitor, direct and address enquiries
Supplier/Service Providers and Consultants	• Manage expectations and resolve issues, communicate needs, and facilitate routine business transactions • Negotiate and approve contracts and service agreements • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Key Competencies

Knowledge and Experience	• Senior level experience in commercial contract development. • Strong understanding of procurement and governance processes within a Local Government regulatory environment. • Experience in business improvement and transformation, including identifying opportunities for efficiency, innovation and value creation. • Experience leading and managing a high performing team. • Sound knowledge of corporate governance, risk management and reporting frameworks, with experience in both strategic and operational planning. • A track record of successfully leading commercial negotiations and building and developing effective stakeholder relationships. • Experience in financial oversight and revenue generation, with an understanding of performance metrics and budget management. • Tertiary qualifications in a business related discipline (desirable).
Skills	• High level interpersonal skills and ability to influence both internal and external stakeholders, building relationships and networks to secure outcomes. • High-level oral and written communication skills, with the ability to prepare different outputs and reports of a strategic or technical nature. • Strong capability in leading change initiatives, navigating governance and risk. • A proactive leader who fosters a culture of innovation and continuous improvement, encouraging feedback and collaboration within the team and across the organisation. • Project management skills and understanding managing the priorities of multiple stakeholders in a complex environment. • Commitment to stakeholder engagement and service excellence. • Demonstrated capacity to negotiate and influence effectively within high-pressure, time sensitive environments. • Highly adept at using Microsoft 365 applications as well as utilising web-based applications and online tools.

Behaviours	• Willingness to attend meetings and events where intrastate and overnight travel is required along with some out of business hours work. • Lead by example, demonstrating exceptional accountability in all endeavours. • Mentor and guide others in developing their future thinking capabilities and actively foster a collaborative team culture, encouraging trust, cooperation, and accountability. • Provide expert advice, delivering insights and perspectives. • Speak with expert authority, effectively influencing stakeholders and shaping outcomes. • Champion a culture of continuous improvement and foster innovation in service delivery. • Promote a culture of safety and ensure WALGA's WHS policies, procedures, and programs are effectively implemented and adhered to. • Identify, assess, and manage WHS risks within work area, ensuring appropriate risk mitigation strategies are in place and ensure that all potential risks are properly reported. • Identify and manage psychosocial risk factors through effective interventions. • Foster a culture of openness and support regarding mental health and well-being, encouraging employees to seek help when needed.
Values	Ability to demonstrate and apply WALGA's values. • Respect - We act honestly, with integrity and respect • Excellence - We strive for excellence and an environment of continuous improvement • Accountability - We take responsibility and work openly and transparently • Collaboration - We value strong relationships and partnerships • Curiosity - We encourage a spirit of enquiry, and an innovation mindset