

# Senior Regional Commercial Manager

## ROLE PURPOSE

This role will be reporting to the Regional Director, focusing on client facing IFM services. Within this role you will help develop the APAC Supply Chain Strategy and manage ongoing supplier performance. You will work collaboratively with our Client Services team across the region, to meet the requirements of our clients and to continuously drive operational improvement, commercial innovation as part of our Supplier Relationship Management strategy.

Geographical Coverage – Malaysia, Singapore, Philippines, Hong Kong, China, Indonesia, Australia, Thailand

## KEY RESPONSIBILITIES

- Responsible for liaising with the Regional Director and writing the supply chain strategy for regional delivery of Capex Services
- Leading any and all regional Pre-Qualification processes to establish and extend delivery capabilities in multiple markets
- Leading tender processes (RFIs, RFPs, RFQs) to ensure the selection of the most appropriate vendor/supplier partners
- Execution and mobilisation of new suppliers and contracts – from tender through to BAU delivery working collaboratively with the operations team
- Deliver synergies and cost savings through collaboration and strategic sourcing initiatives
- Oversight of cost planning and financial statements on all projects – establishing reporting structures and driving deliverables/outcomes
- Negotiation of contractual terms and commercials with vendors/suppliers
- Delivery of savings targets - ensuring clear and auditable benefits tracking
- Influencing and establishing good and transparent procurement practices
- Develop and manage relationships with suppliers, including contract and performance management
- Understand the Value Chain and challenge materials, specifications, origins etc to deliver value improvements (including cost, time savings and sustainability)
- Supplier relationship management and development
- Network and determining effective escalation routes within the supplier organisations
- Listen to clients' needs and working with internal and third parties to find solutions. Working collaboratively with Operations to establish and meet business needs
- Ensure compliance with statutory, Client and Instant policies across countries
- Recognise opportunities for selling additional services and the facilitation of implementing them
- Drive and prove value for money through conducting regular benchmarking and commercial reviews
- Drive suppliers to deliver industry leading solutions to our clients. E.g. developing methods to bring innovation, train our people, showcase the latest products and services etc.
- Liaise with and leverage from the UK and EMEA Head of Supply Chain

## BACKGROUND AND EXPERIENCE

- MCIPS qualified
- FM Hard and Soft category management experience
- Pre-contract management (Strategy writing, Tendering, Negotiating and drafting contracts, Contract assembly)
- Post contract management (Commercial contract management, managing commercial supplier's performance against agreed SLAs and KPIs, strong supply chain management skills)
- Good working knowledge in all facets of Procurement, Contracts, and Supply Chain Management in general

## **KEY SKILLS AND COMPETENCIES**

This role involves having the following key skills and competencies, namely:

- Highly commercial, with good negotiation skills and a creative mind to pursue new commercial models, benchmarking experience
- Team player with excellent communication and influencing skills
- Hands on individual with previous experience in the role
- Ability to effectively present information to clients and senior management
- Demonstrate drive and determination to achieve success while being a self-motivator who sets clear direction and priorities
- Excellent communication skills
- Must be technology-enabled (MS Word, Excel, Power Point)
- Flexible and adaptable approach to work
- Able to prioritise workload
- Exceptional organisational skills

## **KEY STAKEHOLDERS**

- Regional Director (Asia Opps Director)
- Chief Operating Officer
- Client Services Managers
- Operations Director APAC
- Head of Workspace Operations APAC

# Working at Instant

## About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform Instant Offices hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

## A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mind-set.

## The details

We pay market salaries and the right person will be offered a package according to their experience. You will be based in The Q Sentral building which is one of the most well-known and modern buildings in Kuala Lumpur boasting fantastic views across the city skyline. We are directly linked next to KL Sentral which is the most connected and convenient station throughout Kuala Lumpur. You will have full access to the cafes and restaurants within the building as well as the famous NU Sentral Mall next door. You are also a 10 min walk from Brickfields

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

## For more information please contact Mark Maxwell:

Mark.Maxwell@TheInstantGroup.com

+44 7464 531 863

www.theinstantgroup.com

www.instantoffices.com