

## ***Commercial Manager- Terminal***

**Division: Aviation**

**Location: London Southend Airport**

**Shift pattern: Full-time 42 hours p/w**

**Reporting to: Head of Commercial Development**

### **What's the role?**

The purpose of the role is to lead on the establishment of objectives, strategies and tactics for the Terminal commercial aspects of the LSA strategic plan.

To deliver the Terminal commercial aspects of that plan, ensuring commercial revenues and nett income to LSA are always and in every respect at or beyond targets set.

To work closely with colleagues in the wider Stobart team, to ensure we create the best possible surface access commercial offering and thereby maximise airport income from every customer.

### **What will I be responsible for?**

- To deliver a commercial offer at London Southend Airport that will be best in class, will deliver a markedly better experience for our passengers compared to other airports and will position LSA as a 'challenger brand'.
- To deliver against budget for all commercial business units: food and beverage, tax and duty free, other retail, foreign exchange and concessions.
- To build a repository of detailed Terminal commercial data (for example spend and contribution by business unit, competitor analysis, trend analysis etc.) for use at all stages of negotiation with prospective business partners in food and beverage, retail, foreign exchange and concessions and to provide a detailed understanding of the performance and prospects of each business unit in real time
- Work with marketing, to develop appropriate mechanics for the promotion of all aspects of the airport's commercial operation
- To develop constructive, productive and detailed relationships with relevant prospective business partners
- To contribute on all matters pertaining to terminal commercial business development to the monthly Board papers, attending meetings as required

## Qualifications and experience:

|                |   |   |
|----------------|---|---|
| Key Attributes | Core  | Desirable   |
|                | <ul style="list-style-type: none"> <li>Commercially astute.</li> <li>Relationship builder, internally and externally.</li> <li>Good communications and presentation skills, verbal and written.</li> <li>Sound data analysis ability.</li> <li>A problem solver, able to work on one's initiative, but a team player.</li> <li>High level of business awareness.</li> <li>Strong negotiator.</li> </ul> | <ul style="list-style-type: none"> <li>Numerate, with good financial awareness</li> <li>Ability to create trust and show empathy.</li> </ul>  |
| Qualifications | Core  | Desirable   |
|                | <ul style="list-style-type: none"> <li>Educated to at least "A" level standard</li> </ul>   | <ul style="list-style-type: none"> <li>Holds a recognised management training qualification to at least NVQ3 level</li> </ul>   |
| Experience     | Core  | Desirable   |
|                | <ul style="list-style-type: none"> <li>Minimum three years experience in commercial business development at a UK airport or within a relevant supplier business (food and beverage, tax and duty free, other retail, foreign exchange and concessions).</li> </ul>  | <ul style="list-style-type: none"> <li>Commercial business development role at a UK airport greater than 3mppa</li> <li>Experience in a relevant supplier business (food and beverage, tax and duty free, other retail, foreign exchange and concessions).</li> </ul> |

### How to Apply:

All applications should be made in writing to Human Resources at [LSAHR@southendairport.com](mailto:LSAHR@southendairport.com) with:

- An updated CV
- A covering letter

**Note: For your application to be considered it is essential that you can provide a full 5-year checkable history and are able to obtain a clear criminal record check.**

**Please also note that only applications made directly to [lsahr@southendairport.com](mailto:lsahr@southendairport.com) will be accepted. Applications made through third-party websites will not be considered.**

Please provide details of relevant skills, experience and qualifications to support your application.