



## KING EDWARD VII's HOSPITAL

### King Edward VII's Hospital

#### Job Description

#### Commercial Manager

<b>Job Title:</b>	Commercial Manager
<b>Department:</b>	Finance
<b>Report to:</b>	Head of Finance
<b>Hours:</b>	37.5hrs
<b>Location:</b>	London – On-site with flexibility for hybrid working
<b>Contract:</b>	Permanent
<b>Salary:</b>	Competitive, dependent on experience + benefits

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#### Role Purpose:

The Commercial Manager will be responsible for managing the hospital's commercial agreements, ensuring optimal value, compliance and performance across all contracts. This includes ownership of the private medical insurer (PMI) portfolio, oversight of commercial elements of all service-level agreements (SLAs) and contracts and the development of robust performance dashboards to track and optimise commercial outcomes. The role will be central to driving commercial value and supporting strategic growth in a competitive healthcare market.

#### Key Responsibilities:

##### 1. Management of Private Medical Insurer Contracts

- Lead the management and renewal of all PMI contracts, ensuring favourable terms and maintaining strong partner relationships.
- Negotiate commercial terms to protect margins and align with hospital strategy.
- Monitor contract compliance and resolve any disputes promptly.
- Analyse utilisation, referral patterns, and payment trends to optimise revenue and reduce leakage.

##### 2. Management of Commercial Elements of SLAs & Contract

- Oversee the commercial terms of all existing SLAs and third-party contracts, ensuring they deliver value for money.

- Provide commercial expertise in the negotiation of new contracts and renewal of existing agreements.
- Ensure contractual obligations are understood and met by all parties.
- Maintain accurate, accessible records of all commercial agreements and terms.

### **3. Creation & Management of Commercial Performance Dashboard**

- Develop and maintain a comprehensive commercial dashboard to monitor key financial, operational, and contractual KPIs.
- Provide regular, clear reporting to the Head of Finance and senior leadership team.
- Use data insights to identify opportunities for revenue growth, efficiency gains, and contract optimisation.
- Ensure the dashboard supports evidence-based decision-making across the business.

### **Person Specification:**

#### **Qualifications**

- Degree in Finance, Business, Economics, Law, or a related field (essential).
- Professional qualification in accountancy, finance, or commercial management (ACA, CIMA, ACCA, CIPS) desirable.

#### **Experience**

- Significant experience in contract and commercial management, ideally within healthcare, insurance, or other regulated service industries.
- Proven track record in negotiating high-value contracts and managing complex commercial portfolios.
- Strong financial acumen, with experience in KPI development and performance reporting.
- Experience working with private medical insurers will be highly advantageous.

#### **Skills & Competencies**

- Exceptional negotiation and influencing skills.
- Strong analytical skills with the ability to interpret complex commercial data.
- Advanced Excel and business analytics capability.
- Excellent communication and stakeholder management skills.
- Highly organised, detail-focused and able to manage multiple priorities

**Behaviours & Attributes**

- Personal values aligned to those of the hospital.
- Commercially astute with a strategic mindset.
- Proactive, resilient and results-focused.
- High integrity and commitment to confidentiality.
- Collaborative, with the ability to build strong cross-functional relationships.

**Working Relationships**

- Internal: Finance, Operations, Clinical Services, Procurement, Executive Team.
- External: Private Medical Insurers, Contractors, Legal Advisors, External Auditors.

**Performance Measures**

- Successful negotiation, renewal and optimisation of PMI and SLA contracts.
- Delivery and ongoing refinement of a high-quality commercial performance dashboard.
- Measurable improvements in contract profitability and value delivery.
- Positive stakeholder feedback on commercial management and reporting.