

Commercial Manager

SYTECH Digital Forensics is the UK's leading Forensic Service Provider dedicated to supporting stakeholders of the Criminal Justice System.

We currently have an exciting opportunity for an experienced and enthusiastic Commercial Manager to further the Company's growth development by exploring and securing new business opportunities and expanding the existing service delivery portfolio.

The successful candidate will perform an important role in marketing, brand identity and corporate management and will serve as a company ambassador focusing on the long-term interests of the business.

The position will be based at our Stoke on Trent Headquarters, with a requirement to attend at locations throughout the U.K. in accordance with the role.

The commercial manager's main responsibilities will include:

- Maintaining and developing relationships with current client base
Working with a host of public sector clients including, Law Enforcement, Home Office, CPS, HMRC, IOPC, MOD, NHS, Social Services, Trading Standards etc.
Working with a host of criminal defence specialists including solicitor practices, barristers' chambers, Law Societies, and investigation agencies
- Preparing tenders and negotiating service level agreements
- Manage customer expectations and maintain of key decision making relationships
- Development of the business services portfolio
- Monitoring market changes and trends to identify new business opportunities
- To promote and improve SYTECH's brand identity
- Seek to improve SYTECH's value and add proposition for its customer base
- Working in partnership with both the Production Manager and Operations Manager to evaluate, define and manage mutually acceptable contract terms and service level agreements with client base
- Assist in any conflict resolution issues with contracts and commercial operations
- Identifying, evaluating, and progressing business acquisition targets
- Assist the company in achieving internationalisation of services

Vital Requirements

A proven track record of delivering tangible results and growth improvements
Previous experience of tendering and preparing tender bids
Advanced negotiation and management skills
Ability to develop and strengthen client relationships
Ability to critically evaluate market opportunities
Ability to formulate business plans in justification of commercial change or new business opportunities
Understanding of the constraints and restrictions of SME business development
Strong commercial awareness
UK driving licence.

Highly Desirable Attributes

Degree educated in marketing or related business field
Experience in lobbying local and central government
Excellent understanding of social media marketing across all current platforms
Strong networking and interpersonal capabilities
Knowledge of General Data Protection Regulations and Corporate Governance

It would be desirable, but not essential, to have a knowledge of digital forensics and/or the Criminal Justice System.

Personal Skills

Strong organisational skills
Ability to prioritise,
Strong oral and written communication skill
Advanced problem-solving capabilities

- This role is subject to security vetting checks (NPPV L3 & SC)
CVs will only be filed for the application process and will be deleted thereafter.
- SYTECH – Digital Forensics is an equal opportunity employer.
- Job Types: Full-time, Permanent