Position Description

PROFESSIONAL SERVICES

Position Title	Commercial Manager
Classification/Level under the Enterprise Agreement (if applicable)	8-9
Management Level	Manager / Senior Specialist
Faculty / Portfolio	Vice President (Operations)
School / Division	Digital Services
Main Location(s)	Wollongong Campus
Delegations *(if applicable)*	N/A

Primary Purpose of the Position

The Commercial Manager is responsible for driving commercial discipline across the organisation's technology portfolio, with a particular focus on IT licensing optimisation, business case development, and benefits realisation to ensure technology investments deliver measurable, sustained value. Working in close partnership with Associate directors and technical product owners, the Commercial Manager jointly develops business cases, validates licensing demand and forecasts, reviews upcoming renewals, and reconciles entitlements against actual usage—ensuring licensing decisions are aligned with product roadmaps and grounded in evidence. The role provides strategic commercial advice to senior leaders on software licensing models, vendor agreements, and total cost of ownership, while overseeing the financial and contractual integrity of the IT estate. Applying strong commercial acumen, the Commercial Manager maintains robust frameworks for investment governance, licensing compliance, benefit tracking, and vendor management—ensuring licensing spend is right-sized, renewals are strategically negotiated, and entitlement is fully understood.

Position Environment

Digital Services (DS) is the University's central information management and technology service provider for core infrastructure and services and is responsible for the development and management of information and communications technology resources in response to research, teaching and corporate requirements.

Major Responsibilities

1. Investment & Business Case Leadership

- Business case development — Lead the creation, review, and assurance of business cases for major technology and licensing investments, partnering with product owners to ensure proposals are financially robust, strategically aligned, and grounded in real demand and usage evidence.
- Commercial frameworks — Establish and maintain consistent commercial and financial frameworks covering cost–benefit analysis, options evaluation, risk quantification, payback modelling, and total cost of ownership.
- Stakeholder engagement — Partner with domain leads, product owners, and finance teams to articulate the commercial rationale and strategic value of proposed initiatives—translating licensing and entitlement decisions into clear, executive-ready language.
- Budget planning — Support annual budget cycles through investment appraisal, prioritisation modelling, and portfolio-level financial analysis.
- Investment governance — Maintain the digital services investment register, tracking initiatives from approval through delivery, benefits realisation, and post-implementation review.

2. Commercial Performance & Benefit Realisation

- Benefits framework ownership — Own and evolve the organisation's benefits realisation framework to ensure benefits—including licensing savings and optimisation gains—are clearly defined, baselined, measured, and reported.
- Benefit indicator design — Work with product owners and delivery teams to define measurable indicators across financial savings, licensing efficiency, productivity uplift, risk reduction, customer/employee experience improvements, and strategic enablement.

- Portfolio reviews — Conduct regular commercial, licensing, and benefits reviews across the active portfolio, providing transparent assessments of value delivered versus value committed.
- Risk and issue escalation — Identify initiatives or licensing positions where benefits or compliance are at risk and collaborate with product owners and stakeholders to implement corrective actions.
- Executive reporting — Produce clear, insight-driven reporting for executive and governance forums, translating delivery and licensing metrics into commercial outcomes and organisational impact.

3. Contract, Vendor & Financial Management

- Vendor negotiation — Facilitate commercial negotiations with software vendors and suppliers to secure favourable licensing terms, manage risk, and ensure value for money.
- Contract lifecycle management — Oversee contract and license performance, renewals, entitlement reconciliation, compliance, and commercial obligations across key technology and service providers.
- Financial oversight — Monitor expenditure and licensing spend, forecast costs, and ensure commercial commitments remain within approved budgets and financial controls.
- Market analysis — Analyse market trends, licensing and pricing models, and emerging technologies to inform commercial strategy and investment decisions.

4. Strategic Commercial Advisory

- Commercial strategy development — Provide commercial advice to digital services senior leaders on investment prioritisation, licensing and sourcing strategies, and long-term value creation.
- Decision support — Prepare high-quality commercial insights, scenario modelling, and recommendations.
- Continuous improvement — Work alongside technical product owners to drive improvements in commercial processes, licensing governance, financial discipline, and investment management across the organisation.

5. Act in accordance with University policies as amended from time to time, the Values in Action Framework of *Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity,* and our commitment to Equity, Diversity and Inclusion.
6. Provide line management and supervision, communicate and consult with staff on workplace matters.
7. WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - https://www.uow.edu.au/about/services/safe-at-work/whs-framework/

Reporting Relationships and Other Key Contacts

Position reports to	Digital Delivery Lead
Positions supervised by this position	IT Cadet IT Program Officer IT Risk Officer
Other key contacts and stakeholders	Enterprise Architect

Selection Criteria

- Relevant tertiary qualifications in business, finance, economics, commerce, or a related field, with substantial experience in commercial management, financial analysis, or portfolio governance within complex organisations.
- Demonstrated ability to lead commercial evaluations, develop robust business cases, conduct cost–benefit analysis, model financial scenarios, and provide evidence-based recommendations that support strategic investment decisions.
- Proven experience establishing and applying frameworks for investment appraisal, prioritisation, risk assessment, and total cost of ownership across complex technology or organisational portfolios.
- Strong track record in defining, baselining, tracking, and reporting benefits — including financial savings, productivity gains, risk reduction, and experience improvements — with the ability to provide transparent assessments of value delivered.
- Highly developed interpersonal and communication skills, with the ability to influence senior executives, collaborate with technical and non-technical stakeholders, and translate complex commercial information into clear, actionable insights.
- Experience negotiating commercial terms, managing vendor performance, overseeing contract lifecycles, and ensuring value for money and compliance across technology or service provider arrangements.
- Ability to provide strategic commercial advice, support organisational planning, and contribute to long-term investment and sourcing strategies that align with institutional priorities.
- Demonstrated capability in monitoring expenditure, forecasting costs, and ensuring commercial activities align with approved budgets, financial controls, and organisational governance requirements.

- Advanced analytical skills with the ability to identify risks, evaluate options, diagnose issues affecting commercial outcomes, and recommend corrective actions.
- Commitment to improving commercial processes, investment discipline, reporting quality, and organisational capability in commercial management.

Special Job Requirements

- May be required to work outside of standard business hours or across campuses and research partner facilities.
- This position is subject to a National Criminal Check.
- Requirement to work outside of standard business hours, including 'on-call'.
- Restriction on leave during peak periods may apply.

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

The University of Wollongong is committed to providing a safe, inclusive, and equitable workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely, be engaged in activities to help prevent injuries and illness and create an equitable and inclusive environment.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

ALL STAFF

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the WHS Framework.
- Work in an inclusive environment, treating all colleagues, students and visitors with respect.

ADDITIONAL RESPONSIBILITIES FOR STAFF WITH SUPERVISORY RESPONSIBILITIES

- Uphold principles of equity, diversity and inclusion and foster a respectful workplace culture within your team.
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the WHS Framework.

Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.

If you have any injuries, illness, disorder, impairment, condition, disability or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Position Description Status

This table contains information about the status and approval of this document

Date created	July 2026
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	
Date reviewed by P&C (if applicable)	
Date reviewed by CP&CO (if applicable)	
Date of next review	July 2029