

Job Description

Role Information

Job Title	Commercial Contracts Director
Directorate (and Team)	TBC
Location (supported by Hybrid Working)	London (potentially Birmingham)
Full Time or Part Time	Full time

Company Overview

Ardent is the UK's leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Engagement specialists and Land Referencers, based in London, Birmingham, Manchester, Warrington, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Republic of Ireland.

Established in 1992, we are a high-growth business with a client portfolio that includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland's net zero and growth agendas, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes.

We are problem-solvers that are outcome focused working collaboratively with our clients to provide strategic advice and services that identify and mitigate risks, deliver efficiencies, delivering buildable consents and then implementing those consents to positively change people's lives and the world that we live in.

Role Purpose

Our Ardent purpose is - Delivering life improving change for communities and future generations.

Projects Division Purpose

To be accountable for consistent, high-quality, **commercially effective delivery** of all Ardent projects, ensuring strong governance, client delight, risk mitigation, **commercial performance**, across the organisation.

- What - Ensure all Ardent projects are delivered in a strategically aligned consistent way, maximising client delight, mitigating risk, **maximising commercial outcomes**.
- Why - To support the delivery of life-improving change for communities and future generations, enable service expansion and long-term client retention, win future work, and **deliver sustainable commercial returns** that support Ardent's growth strategy and cash-flow stability.
- How – Set clear project visions and ensure alignment of resources, communication, governance, and reporting, with accountability for tracking performance and leading continuous improvement across all projects.

Role Scope and Authority

To be the accountable individual for effective contractual delivery of all projects across the whole Ardent organisation, to ensure market leading contractual governance (compliance and improving Ardent commercial and contractual governance to achieve this outcome), commercial outcomes (Ardent commercial and contractual), people engagement (Ardent team) and risk mitigation (Ardent risks). The role extends from NDA and contract review at tender stage, through contract award/negotiation and signature, to effective contract delivery. The role requires outstanding communication skills to engage the Projects team along with project resources across the Ardent organisation and to provide support to effectively engage and resolve contractual challenges with Divisional Heads and Executive Board members. With a remit to cover British Isles/ROI Wide.

Key interdependencies & relationships:

- Report to: Head of Projects
- Head of Growth Division and Strategic Leads
- Head of Professional Service Division and Strategic Leads
- Head of Corporate Services and Strategic Leads
- Ardent General Counsel

The Commercial Contracts Director will play a critical role in evolving Ardent's project contractual delivery capability to operate effectively at increased scale, complexity, and pace. This includes strengthening contractual and commercial governance maturity, embedding commercial data-led decision-making, and developing future-ready project commercial leadership capability to support growth across sectors and geographies. The role will shape how Ardent consistently delivers high-quality, commercially successful projects in an increasingly complex delivery and risk environment.

Values Alignment & Shared Commitment

The Commercial Contracts Director is an ambassador of the Ardent values, promoting a culture of integrity, collaboration and excellence, inspiring a commitment to inclusivity, change and innovation.

Ardent Values

- Thirst for knowledge - We embrace every opportunity to learn, grow and continuously improve
- Own it - We do what we say we will do. We own our individual actions, are accountable for them, and take pride in adding value
- Be the difference - Focus energy to make things happen. Go beyond process. Stand up, Stand out beyond being competent in role
- Enjoy the journey - Have fun, be engaged and be proud to be Ardent
- Adapt - We drive change and innovation to deliver growth and new opportunities in an ever-changing world

Key Accountabilities, Responsibilities & Outcomes

The role is characterised by strategic contractual oversight, governance leadership, commercial decision-making, senior stakeholder engagement, and capability development across the project community. Owning contractual negotiation, contractual adherence and maximising commercial gains from contracts.

Accountabilities	Outcome
Lead and direct full contract and NDA lifecycle management.	Own the drafting, negotiation, execution, and change control of all client, supplier, and partner agreements (including NDAs), ensuring they reflect Ardent's scope, protect commercial interests, and remain fully deliverable. Support PADs throughout tendering and delivery to ensure optimal positions are achieved.
Set and enforce Ardent's contractual risk strategy	Define acceptable positions on indemnities, liability, reliance, IP/licensing, warranties and PI, and guide PADs in managing commercial issues, claims, and disputes throughout the project lifecycle.
Secure commercial entitlements and manage claims.	Proactively protect Ardent's rights regarding delay, disruption and additional services through early notices, evidence packs, and structured resolution under the contract.
Strengthen contract governance and capability across PADs/PAMs.	Provide PADs and PAMs with contract-specific tools, templates, guidance, and coaching to ensure consistent contract administration and high-quality commercial contract execution, without duplicating wider project governance responsibilities held elsewhere.
Provide clear contractual insights to support project and portfolio reporting.	Ensure accurate and timely contract-related inputs — such as commercial positions, entitlements, risks, obligations, and issues — are fed into project and portfolio reporting led by the Head of Projects, supporting escalation and decision-making.
Lead cross-functional commercial alignment across	Ensure that bids, project delivery, and organisational decision-making are commercially optimised through close collaboration with Growth, Professional Services and Finance.

Growth, Professional Services, and Finance.	
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Core Competencies (Expected of Everyone)	Outcome
Integrity Upholding high standards of honesty, fairness, and ethical behaviour in all actions and decisions. Acting consistently with stated values and commitments, even when faced with pressure or personal risk.	Trust is established and maintained with colleagues, clients, and stakeholders through reliable, ethical, and transparent conduct.
Respect diversity Understanding, valuing, and respecting individual differences. Treating people fairly and with dignity regardless of background, identity, or role, and creating an inclusive environment where diverse perspectives are welcomed.	An inclusive, respectful culture is fostered where people feel valued and decisions are made objectively and without bias.
Safety Understanding and applying safety practices and procedures to protect people, assets, and operations. Identifying risks and hazards and taking appropriate action to minimise harm.	A safe working environment is maintained, with risks effectively managed and productivity achieved without compromising safety.
Resilience Managing pressure, change, and setbacks in a positive and professional manner. Maintaining focus, effectiveness, and emotional control during challenging situations.	Performance and professionalism are sustained during periods of stress, uncertainty, or change.

Executive Leadership Competencies	Outcome
Courage of convictions	Important issues are addressed openly, leading to better decisions, integrity in

Demonstrating the confidence and personal courage to raise difficult issues, challenge constructively, and stand by well-reasoned decisions, even in the face of opposition.	action, and stronger organisational outcomes.
Customer focus Understanding and anticipating customer needs and ensuring products, services, and solutions deliver value and exceed expectations. Advocating for the customer perspective within the organisation.	Customer satisfaction, trust, and long-term relationships are strengthened through responsive and value-driven delivery.
Motivating others Inspiring and energising others to perform at a high level by demonstrating enthusiasm, commitment, and belief in shared goals. Adapting approaches to motivate different individuals.	High levels of engagement, enthusiasm, and performance are evident across individuals and teams.
Teamwork & collaboration Working collaboratively with others to achieve shared objectives. Building positive relationships, sharing information, and contributing actively to collective success.	Strong collaboration enables effective delivery, improved problem-solving, and achievement of common goals.
Driving for results Demonstrating determination and accountability in achieving objectives. Setting high standards, persisting through obstacles, and taking ownership of outcomes.	Clear goals are achieved, and performance outcomes are consistently delivered despite challenges.
Business / Commercial acumen Understanding business, financial, and commercial principles and applying this knowledge to inform decisions and actions. Recognising how individual work contributes to organisational performance.	Decisions are commercially sound and aligned with organisational priorities and financial sustainability.

Visioning Identifying long-term commercial goals and future opportunities and translating them into clear strategic direction. Encouraging innovation and continuous improvement.	A clear and compelling direction supports sustainable growth, innovation, and successful implementation of strategic initiatives.
Influencing & Persuading Shaping thinking and outcomes by presenting clear, well-reasoned perspectives that encourage others to adopt a course of action. Demonstrating confidence, preparation, and persistence by tailoring messages to different audiences, focusing on what matters most, and balancing compromise with conviction to achieve meaningful impact	Ideas and decisions gain traction, key stakeholders are aligned, and progress is achieved without reliance on authority alone. Critical priorities move forward through trust, credibility, and well-judged influence, resulting in stronger decisions and more effective delivery.
Continuous Learning Maintaining a commitment to ongoing learning and professional growth. Actively seeking opportunities to develop knowledge and skills, reflecting on experience, and encouraging others to learn, grow, and adapt in response to changing demands.	Capability and confidence grow over time, enabling individuals and teams to adapt to change, improve performance, and respond effectively to new challenges. Learning is embedded into day-to-day work, strengthening resilience, innovation, and long-term organisational effectiveness.

Technical Competencies	Outcome
Bidding, Contracts and Contract Management	Bidding: Apply knowledge and experience to maximise potential value of project bids won and minimise future commercial delivery risks Contracts – Ensure new contracts are optimised for commercial returns and levels of commercial risk are acceptable Contract Management – Guide Project resources during the Project Delivery lifecycle to maximise commercial opportunities and minimise commercial risk. Maintain a focus on Client Satisfaction and ensure that Ardent effectively manages contract change and delivery issues.
Strategic Business & Portfolio Management	Strategic Alignment: The ability to link every project initiative to measurable strategic outcomes (growth (new clients, large portfolio, new services), reliable cash flow, or high profit, employer brand i.e. high-profile project). Portfolio Governance: Establishing and maintaining a commercial framework for project execution, prioritisation, and resource allocation across multiple project directors. Benefits Realisation Management: Ensuring that the cumulative outcomes of all projects translate into realised business value and return on investment. Commercial Awareness: Quantifying the business impact of project decisions and understanding how choices ripple across divisions.
Advanced Risk and Scenario Planning	Strategic Risk Discipline: Shifting from reactive issue-handling to proactive risk strategy, including real-time analysis of business risks presented by committed projects.
Delivery Framework Mastery	Lean Process Optimisation: Streamlining organisational workflows to eliminate inefficiencies and maximise collective output across all project teams.