

Job Title: Contracts Manager - Operations Procurement Team	Role Profile Number: SBC_12236
Grade: CFL10	Date Prepared: September 2024
Directorate/Group: Operations	Reporting to: Procurement Contracts & Finance Manager, Operations
Structure Chart attached:	No

Job Purpose

- To be responsible for overseeing and managing key contracts that have been procured by the Operations Procurement team. The contracts will either have been procured via our own tender processes or via the use of third party frameworks e.g. CCS ESPO etc. Where necessary the contract management will be undertaken in association with various project leads which may include building surveyors, highways officers, electrical and mechanical engineers, compliance officers etc as those officers will provide the dedicated technical expertise to confirm compliance with the various technical contractual specifications.
- To act as a catalyst and work with our stakeholders to improve contract management with our existing suppliers/contractors/consultants, setting a benchmark for supplier relationship management and ensuring that our suppliers/contractors/consultants are held accountable for contract performance.
- To provide contract management leadership, decision making and technical advice to the Operations service area to meet our statutory responsibilities, budgets, key performance indicators and wider council priorities. This includes translating technical and complex language from contracts into documentation e.g. reports that can easily be understood by a non-technical audience.
- To suggest improvements to ways of working to ensure that the operations service area delivers consistently excellent advice effectively identifying and managing risk and exposure and where applicable seek tenant/resident/customer feedback to inform the future procurement of similar contracts.

Key Accountabilities

- Have oversight and management of the contract management process of all contracts within the service area
- Lead the contract management process to contract closure.

- Lead the development of a consistent approach to contracts management so that processes are consistent across the service area to meet service quality, financial and compliance objectives.
- To create where appropriate and proactively review and action opportunities for standardisation simplification and collaboration across the service area.
- Develop and maintain strong relationships with external contractors/suppliers. Collaborate, address concerns and facilitate effective communication channels.
- Monitor contract performance using relevant reports and key performance indicators (KPI's). Regularly assess the quality and the effectiveness of services delivered by contractors/suppliers and initiate and track corrective actions as necessary to ensure that best value is maintained.
- Stay up to date and keep fully informed about all regulatory changes that may affect the Council's contractual operations to ensure that all contracts and services align with legal and regulatory requirements, as well as local government policies and adjust accordingly through change controls.
- Lead the identification and mitigation of potential risks associated with contract non-compliance, financial discrepancies, or service disruptions. Develop contingency plans and proactively address issues that may arise during the contract lifecycle.
- Collaborate with the finance team and other stakeholders as necessary to ensure that contracts are aligned with budgetary constraints. Monitor contract spending and financial performance to prevent cost overruns and deliver best value.
- Co-ordinate contract renewal processes through collaboration with project leads/commissioners, contracts, procurement and legal colleagues to evaluate service performance and negotiate terms if needed. Lead and support orderly contract terminations when required, ensuring smooth transitions and minimal disruptions in any service provisions.
- Work closely with internal stakeholders such as legal teams, audit team, procurement departments and senior management to ensure alignment of commissioning and contract strategies and objectives with broader organisational and system goals.
- Maintain accurate and up to date contract records, documentation and reports. Generate regular and ad hoc reports to inform decision making and provide insights into contract performance, impact and delivery of outcomes.
- Manage contract review processes in association with all relevant stakeholders to minimise risks from contract failure and ensure any breaches of contract or other contractual issues are addressed with opportunities for rectification.
- To provide support in association with the Council's legal team in any dispute that should arise between the Council and/or any contractor/supplier including advice on dispute resolution.
- To undertake in-house training and workshops relating to contractual processes to officers within the service area as necessary.
- Attend and contribute to meetings and any conferences as necessary in accordance with the requirements of the post.
- Ensure good performance and continuing service improvement.
- As a member of the Operations team ensure that the organisation's health and safety and environmental regulations, equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.
- Any other duties and/or accountabilities commensurate with the roles seniority. These will not substantially change the nature of the post.

Supplementary Accountabilities

- Manage and motivate a small team of staff maintaining a highly competent, creative and participative culture through visibly effective leadership and promotion of high-quality standards.
- Effective management of team (professional competence of team, performance and accuracy, PDP completion, turnover and attendance, etc.).
- Input into business continuity/risk planning and manage contracts effectively to make the best use of resources to meet the service area requirements.
- Generate and present reports on overall contract compliance, risks, issues and impact across the service areas for the contracts being managed.
- Implement and manage improvement plans/contractual poor performance in association with the relevant project lead where required.
- Ability to work to tight deadlines and prioritise conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.
- Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information.
- Be an active and effective member of the Operations service area working co-operatively with colleagues at all levels on all matters of the service area's business and working to add value to, and be a valued member of the team.
- To maintain a safe working environment in accordance with the provisions of the Health and Safety at Work Act and the Health & Safety at Work Regulations 1999 (or any amendment thereof) you must take reasonable care so as not to endanger yourself or other persons whilst at work.

Knowledge & Experience

Essential

- Proven experience in contract management preferably within the public sector.
- Experience of managing and developing teams to enable continued development of service standards.
- Excellent communication and interpersonal skills with the ability to interpret contractual documentation to inform decision making.
- Strong organisational skills with the ability to manage multiple contracts simultaneously
- Excellent IT skills – MS office and in particular Excel together with the use of electronic portals/databases.
- Experience in Supplier Relationship Management and proven ability to manage poor provider performance.
- Knowledge of contract management principles and associated procedures and regulations, with the ability to agree and shape standards to a particular project environment.

- Good general understanding of performance and risk management processes and influencing stakeholders to mitigate risks.
- Experience of working collaboratively with a diverse range of internal departments and stakeholders
- Knowledge of using service and works frameworks either bespoke or via a third party framework provider
- Knowledge of using the JCT suite of contracts
- Knowledge and familiarity with the Public Contract Regulations 2015 and the Procurement Act 2023 given there are contractual obligations within the Procurement Act 2023 requiring compliance.
- Ability to monitor, plan and manage an agreed budget within a defined area, producing reports and analysing.
- Able to organise own work over weeks and months, plan ahead for others, taking account of priorities and the impact on other people.
- Ability to assess the impact of new legislation, provide advice and promote compliance.
- Ability to communicate and influence at different levels across the organisation, explaining technical concepts to a range of audiences.
- Ability to present key data visually, verbally and in a written format with recommendations to inform decision making.
- Experience of developing others through skills transfer and mentoring

Desirable

- Knowledge of using the NEC suite of contracts would be advantageous
- Proficiency in contract management software and/or knowledge of such systems

Qualifications

- Degree level in a relevant field e.g. Business Administration, Public Administration or Law or equivalent experience
- Specific qualifications in contract management

Decision Making

- Ability to work under pressure and prioritise own workload and that of others in alignment with the demands of the service area.
- Ability to assimilate the council's policies and procedures surrounding the contracting process and to understand the impact on contract management.
- Ability to keep up to date with new and relevant legislation linked to the role.
- Ability to liaise effectively, authoritatively and diplomatically with people at all levels and recognise those issues which may require escalation to the team manager and/or other senior manager.
- Ability to confidently handle challenging conversations and encourage a culture of feedback.
- Accountable for the successful operational delivery of the contracts being managed within the service area.

- Has proven results obtained through team work and individual effort.
- Has corporate and political insight and consideration.
- Demonstrate trust in others knowing when to support and step back when supervising coaching and mentoring other staff within the team.
- Ability to use own initiative and think laterally to take a problem solving approach to support the service area.

Creativity and Innovation

- Ability to think creatively in how the work undertaken by the team can be delivered to meet the needs of the operational service area
- Seek encourage and recognise ideas, initiatives and improvements to deliver better services and identify opportunities to improve the quality of the work in the team.
- Has a focus on looking at innovative ways of working and the implementation of innovative processes e.g. use of contract management database.
- Ability to keep abreast of new and relevant legislation best practice etc and innovation through connectivity with wider system networks.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed Up to 4</p> <ul style="list-style-type: none"> • Senior Contracts Officer • Procurement and Contracts Assistant X 2 • Possible part time administrative assistant (as at Sep 24 contract management team in process of design) <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Monitoring of consistent approach to contract management across service area by all members of staff to meet service quality, financial and compliance objectives. • Request and collation of reports on contract performance and adherence to key performance indicators for all contracts managed across the service area • Undertaking of contract review meetings and associated processes • Supplier Relationship Management 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Note that although there is no direct budget responsibility the role will lead the contract management of the managed stores contract which has an annual value of approximately £3m and also have oversight of contract management across the service area. The service area has the responsibility to deliver procurement activities based around the Housing Revenue Account Budget which is in excess of £50m and other associated budgets across the service area.</p>
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Contacts and Relationships

- The role requires contact with project leads, external suppliers and other professionals and customers as necessary. The post holder must therefore be a team player capable of influencing and working within cross functional teams.
- The role requires the post holder to develop and maintain effective relationships with the above and work in a collaborative manner be self-motivated and flexible.
- Possession of highly developed interpersonal skills and ability to adapt those skills to a variety of personnel that interact with this role ensuring that people at all levels are dealt with confidently, sensitively, and diplomatically.
- To ensure ethical commercial decisions and business relationships are maintained to the highest standards.

Other Key Features of the role

- An ability to drive is desirable as the role may necessitate travel to other council buildings/sites for meetings etc.
- There may be a requirement to work outside of office hours on occasions
- This is a hybrid role when office based the post holder will be based at Waterside Park, Darby Close, Cheney Manor Industrial Estate, Swindon, SN2 2PN (adjacent Household Recycling Centre) but may be required to work from other sites such as the Civic Office Campus Swindon SN1 2JH. The postholder must be prepared to work at least 2/3 days in the office and recognise that this requirement could be increased at any time by the council.