

<b>Job Title:</b> Senior Contracts Officer – Operations Procurement Team	<b>Role Profile Number:</b> SBC_12253
<b>Grade:</b> CFL 8 <b>Salary:</b>	<b>Date Prepared:</b> November 2024
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Contract Manager – Operations
<b>Structure Chart attached:</b>	No

**Job Purpose**

- Under the direction of the Contract Manager to be responsible for overseeing and managing 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 provide, decision making and technical advice to the Operations service area to meet our statutory responsibilities, budgets, key performance indicators, social value initiatives and wider council priorities. This may include translating complex language from contracts into documentation e.g. reports that can easily be understood by a non-technical audience.
- To ensure that all contracts are quality assured and information is kept live and up to date on each contract during their duration

**Key Accountabilities**

- Under the direction of the Contract Manager to be responsible for managing contracts held within the service area
- Under the direction of the Contracts Manager manage the contract management process to contract closure for contracts held within the service area
- Assist in 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.
- Assist in the creation where appropriate and proactively review and action opportunities for standardisation simplification and collaboration across the service area.
- Develop and maintain strong relationships with internal stakeholders as well as external contractors/suppliers.

- Monitor contract performance using relevant reports and key performance indicators (KPI's) to ensure that best value is maintained.
- Assist with the data analysis of spend on works goods and services and alert the Contract Manager for Operations as appropriate to any potential risks to the Council where such a contract may not deliver value for money or where other potential issues with performance may be identified.
- Manage contract review and quality assurance processes in association with all relevant stakeholders to:
  1. Support contractual arrangements/service agreements with new Contractors/Suppliers/Consultants and be the first point of contact
  2. Ensure Contractors/Suppliers/Consultants are charging the correct amounts and are working in compliance with the terms of the contract awarded to prevent cost overruns and deliver best value
  3. Minimise risks from contract failure and ensure any breaches of contract or other contractual issues are addressed with opportunities for rectification prior to escalation to the Contract Manager for Operations
  4. Assist in contingency planning in the event of any contract failure
- Stay up to date 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.
- Assist in the co-ordination of contract renewal or other processes through collaboration with project leads/commissioners, contracts, procurement and legal colleagues to evaluate service performance.
- Support orderly contract terminations when required, ensuring smooth transitions and minimal disruptions in any service provisions.
- 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.
- 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.
- Deputise for the Contracts Manager for Operations where necessary.
- 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**

- Input into business continuity/risk planning and manage contracts effectively to make the best use of resources to meet the service area requirements.
- Under the direction of the Contract Manager for Operations generate and present reports on overall contract compliance, risks, issues and impact across the service areas for the contracts being managed.
- Assist in the implementation and management of 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**

- Experience in contract management preferably within the public sector.
- 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 dealing with issues of poor contractual 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
- 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 load taking account of priorities and the impact on other people.
- Ability to present key data visually, verbally and in a written format with recommendations to inform decision making.

### **Desirable**

- Proficiency in contract management software and/or knowledge of such systems
- Understanding of the use of the pricing mechanisms linked to the NHF Schedule of Rates

### **Qualifications**

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

### **Decision Making**

- Ability to work under pressure and prioritise own workload 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 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 corporate and political insight and consideration.
- 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
- Has a focus on looking at innovative ways of working and the implementation of innovative processes

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b> None</p> <p><b>Typical tasks supervised/allocated to others</b> N/A</p>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Note that although there is no direct budget responsibility the role will assist in the 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> <p>Personal IT assets</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.