



Job Title Adult Commissioning Contract Manager	Role Profile Number: SBC_11931
Grade: CFL11	Date Prepared: September 2023
Directorate/Group: Adults	Reporting to: Head of Commissioning, Adults
Structure Chart attached:	

Job Purpose

We are seeking a skilled and dedicated Contract Manager to join our Adult Commissioning Team in overseeing and managing key contracts, explicitly that of the Lead Provider for Care at Home, within the realm of adult social care services. The successful candidate will play a pivotal role in ensuring supporting effective commissioning through the commissioning cycle and leading and overseeing the effective contract management of provider contracts, aimed at delivering high-quality care and support to our community's adult residents. This role demands a strong understanding of contract management principles, adult social care regulations, and the ability to collaborate across various stakeholders, partners and providers.

Key Accountabilities

- **Contract Management:** Lead the contract management process for the Lead Provider of Care at Home (£14m per annum) to contract closure. Lead the development of a consistent approach to contracts management so that processes are consistent across Adult Commissioning to meet service quality, financial, and compliance objectives. Working with Commissioners, Contract and Commissioning Support Lead and Quality Lead develop, maintain and lead oversight of the contract management process of all contracts within Adults Service.
- **Provider Relationships:** Develop and maintain strong relationships with external service providers, particularly that of the Lead Provider, acting as one of contacts for contract-related matters. Foster collaboration, address concerns, and facilitate effective communication channels.
- **Performance Monitoring:** Monitor contract performance using relevant metrics, reports and key performance indicators (KPIs). Regularly assess the quality and effectiveness of services delivered by

providers through the voices of people, and initiate and track corrective actions as necessary to ensure that best value is maintained.

- **Compliance and Regulations:** Stay up-to-date with adult social care regulations, policies, and best practices. Ensure that all contracts and services align with legal and regulatory requirements, as well as local government policies and adjust accordingly through change controls.
- **Risk Management:** Lead the identification and mitigation of potential risks associated with contract noncompliance, financial discrepancies, or service disruptions. Develop contingency plans and proactively address issues that may arise during the contract lifecycle.
- **Budget Oversight:** Collaborate with finance team and Head of Commissioning to ensure that contracts are aligned with budgetary constraints. Monitor contract spending and financial performance to prevent cost overruns and deliver best value.
- **Contract Renewals and Terminations:** Coordinate contract renewal processes through collaboration with Commissioners, Contracts, Procurement and Legal colleagues to evaluate service performance and negotiate terms as needed. Lead and support orderly contract terminations when required, ensuring smooth transitions and minimal disruptions in service provision.
- **Stakeholder Collaboration:** 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.
- **Reporting and Documentation:** 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.

Supplementary Accountabilities

- Generate and present reports on overall contract compliance, risks, issues and impact across commissioning activity through coordination across the Commissioning Team;
- Actively engage with the ongoing development and adjustments made to the Adults Quality Assurance Framework;
- Work with Quality Lead and Commissioners to prioritise monitoring meetings and visits to providers alongside managing provider risk;
- Lead and champion the active involvement of experts by experience in contract management activities;
- Implement Service Improvement Plans/manage chronic (organisational) poor performance by a provider when required;

- Review and report on market management trends to inform sufficiency, market engagement, and future commissioning activities.

There is no direct budget responsibility though the role will lead the contract management of the Lead Provider Contract which has an annual value of over £14m and also have oversight of contract management across Adults in the region of £50m.

Knowledge & Experience

Essential

- Proven experience in contract management, preferably within the field of adult social care or public sector services.
- Strong understanding of adult social care regulations, policies, and best practices
- Excellent negotiation, communication, and interpersonal skills.
- Analytical mindset with the ability to interpret data and metrics to inform decision-making.
- Strong organisational skills and attention to detail, with the ability to manage multiple contracts simultaneously.
- Experience in Supplier Relationship Management and proven ability to manage poor provider performance.
- Experience of negotiating and working collaboratively with a diverse range of internal departments, external partners, agencies, government departments and other local authorities.
- Good general understanding of performance and risk management processes and influencing stakeholders to mitigate the risks.
- 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 Microsoft Office suite.
- Knowledge of local government operations and procedures is advantageous.
- Professional certifications in contract management or related fields.
- Experience of working on procurement / outsourcing projects.
- Familiarity with the Public Contracts Regulations 2015, specifically the 'light touch' regulations.

Decision Making

- Ability to keep up-to-date with new and relevant legislation
- Ability to undertake research and gather relevant data and apply to Adults contractual arrangements
- Effective time management and ability to manage competing priorities in a fast paced environment
- Ability to quickly assimilate SBC policies and procedures surrounding the contracting process and to understand the impact on contract management
- Able to use own initiative and think laterally and to take a problem-solving and project management approach to support the purchasing of services

Creativity and Innovation

- Ability to keep abreast of best practice and innovation through connectivity with wider system and networks
- Respond creatively when working with providers and stakeholders to meet outcomes, demonstrate high performance, and address any service delivery or reporting issues.

Qualifications

Essential

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

Desirable

- Specific qualifications in commissioning and/or contract management

Job Scope Number and types of jobs managed None, however influencing across main providers, Adult Commissioning Team, stakeholders and partners at all levels. Typical tasks supervised/allocated to others • Monitoring of consistent contract approach • Monitoring of collation of data, analysis • Coordination of provider monitoring visits • Request and collation of reports	Budget Holder Responsibility Asset Responsibility:	The post would not be a budget holder, however will lead the contract management of the Lead Provider contract with annual value of £14m and oversee wider contract management to a value of £50m
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Contacts and Relationships

- Participate in multi-organisational forums aimed at promoting development of professional practices, tools and techniques.
- Motivate and influence providers, and gain sign on to initiatives and targets.
- Actively work with Commissioners, Contracts and Quality Teams in Commissioning as well as Adults social care teams and managers. Work across integrated system with health including commissioners and system leaders.

Other Key Features of the Role

- Due to the nature of the work and in accordance with the demands of the post the post holder may be required to work outside of normal office hours from time to time for which time off in lieu of payment may be taken at a time to be agreed with the line manager. Overtime will not be paid.
- The post holder will be required to maintain strict confidentiality in relation to individual children and young people and must accept that he/she may come in to contact with information which he/she may find distressing. This post is subject to a DBS check.
- The post holder will need to have a valid driving licence and access to an appropriately insured vehicle, as face-to-face visits to providers (and associated facilities such as activity centres, children's homes and offices) will be required.

Values and Behaviours

Swindon Borough Council have 3 commitments to be At Our Best

- A Learning Organisation
- Improving Performance
- Employee Experience

It is in this context that we define our Values and Behaviours.

Our Values;

- At Swindon what we do really matters
We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of.
- At Swindon we do things right
We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future.
- At Swindon we make it happen together
We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon.

This role is built on the values that Swindon Borough Council holds and also directly links to our Behaviour Framework;

- Delivering Performance and Results
- Collaborating and Innovating
- Leading Self and Others