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| **Role Title** | **Supplier Improvement Manager** |
| **Business Hub** | **Procurement, Finance and Governance** |
| **Pay Range / Scale** | **PO4** |
| **Purpose** | |
| To improve the performance and management of a range of contracts across Waltham Forest and Redbridge Councils, plus any other Councils under PS Procure. To actively engage with a diverse range of contract managers and stakeholders to build capacity; drive improvement; identify and deliver savings and support supplier relationships. | |
| *Generic Accountabilities* | *End Results/ Outcomes* |
| Provide specialist advice, guidance, support and challenge to internal /external stakeholders. | Expert advice, information, support and challenge are provided on the full range of professional commissioning / commercial issues within the area of responsibility.  Learning from complaints / issues is embedded within the organisation and other stakeholders as appropriate and required changes are actioned. |
| Identify and interpret issues, trends and problems which may have a broad impact both within  Waltham Forest and Redbridge Councils and for partner organisations. | Recommendations are evidence based and meet wider stakeholder and Council requirements.  Strategic decision making is supported.  Documentation is produced, presented and distributed to required timescales and standards. |
| Lead on specific projects as required. | Projects are delivered to agreed specification, timescales and budgets.  Change initiatives are successfully integrated and implemented across all impacted service areas.  Value for money is achieved. |
| Manage risk within area of responsibility. Ensure all stakeholders are aware of and comply with relevant regulations and procedures. | Potential risk is identified and mitigation is planned.  Risk registers are maintained |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate committee/stakeholders to the required standards and timescales.  Evidence based recommendations are made. |
| Provide support for both Councils workforce including the delivery of contract management workshops. | Improving skills and knowledgebase of colleagues  Ensuring continued professional service for customers |
| Ensure the necessary standards relating to procurement and contract management best practices/protocols are effectively communicated, monitored and maintained. | Procurement and Contract Management best practice is promoted and implemented in compliance with Council policy. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| *Job Specific Accountabilities:* | |
| Supporting in the management of of key external providers across Waltham Forest and Redbridge Councils to ensure the delivery of high quality, cost effective services. . Providing expert advice and training for Contract and Supplier Relationship Managers. Supporting and advising with supplier negotiations | Providers are held to account deliver the outcomes required in a cost effective way  Where providers underperform, this is addressed swiftly and effectively  Relationships with providers are open, collaborative and constructive  Stakeholder engagement and intervention are cost effective and proportionate to the risk and value of each contract. Capacity is built within teams to maximise benefit.  Contract and Supplier Relationship Managers are supported to review contracts, identify savings, manage performance and where appropriate negotiate variations. |
| Ensuring that risks to the Councils are managed effectively and that commercially sound solutions are found to any issues that arise during the lifetime of a contract | Providers comply with statutory duties, Council policies and contract terms and conditions  Risks to the Council, residents and partners are logged and managed in an effective and systematic way and issues are dealt with an in timely, effective and sensitive way  Safeguarding issues are resolved quickly and effectively with a positive outcome for the service user  Mobilisation of contracts is supported so that residents and the Council are not negatively impacted during transition to a new provider  Contract variations deliver the outcomes required and are commercially robust. |
| Working with stakeholders and suppliers to identify and implement innovative ways of managing down demand and making efficiencies throughout the lifetime of a contract. | Savings and opportunities for efficiencies, including through the management of demand, are realised throughout the lifetime of a contract  Suppliers bring forward ideas for new, innovative service delivery models that enable the Council to deliver improved services at a lower cost |
| Supporting commissioners, category managers and service leads in the service design and commissioning process | The Council learns the lessons from current or previous contracts and this helps inform better commissioning in the future  Commissioners, Project Managers and Category Managers have a good understanding of the value, performance and end dates of current contracts |
| Management of a range of services acting as ‘Client’ on behalf of Waltham Forest and Redbridge Councils. Supporting with any other PS Procure ventures as appropriate. | Council priorities and outcomes are delivered.  Direct management of some Corporate contracts. |
| ***Nature of Contacts***  Dealing with elected members, directors, managers and operational staff (as required) from the Council, external suppliers/partners, external agencies and regulators.  Comfortable building relationships and providing strong challenge to professionals from the Council or external suppliers/partners.  May involve direct contact with members of the public, including dealing with challenging and sensitive situations. | |
| ***Procedural Context***  Developing and delivering robust and effective supplier improvement plans for each stakeholder and contract.  Organising and chairing supplier improvement meetings, providing robust challenge and support to stakeholders and/or providers to ensure services are delivered, value for money and the achievement of Council priorities.  Organising and running regular contract management workshops face to face or virtually with Waltham Forest/Redbridge/PS Procure stakeholders to build capacity and maximise contract performance.  Managing relationships with a range of internal and external stakeholders, ensuring that both Council’s commercial interests are protected and leading on the resolution of disputes in a professional manner.  Acting on behalf of the Council as ‘Client’ for Corporate or internal arrangements.  Dealing with underperforming providers and providing support and guidance to contract owners as and when required.  Understanding complex contractual circumstances and ability to clearly articulate way forward.  Mitigating and managing safeguarding risks, resolving issues swiftly and effectively  Understanding complex contract clauses and monitoring spending on external contracts, taking corrective action where needed. | |
| ***Key Facts and Figures*** | |
| **Resourcing**  Budget Responsibilities**:** None, but will be responsible for identifying and delivering on a high value of savings.  Supervisory Responsibilities: None | |

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| **Competency Level: Principal Officer** |

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| **Knowledge, Skills and Experience**   * Substantial experience of managing strategically important contracts, delivering improvements in services for users and cost savings and demonstrable commercial intelligence * Substantial experience of relationship management, including providing robust challenge and working with sometimes complex groups of stakeholders and providers to deliver improvements * Knowledge and experience of operating in a complex local authority, or similar, environment * An excellent understanding of good practice in contract management * Ability to prioritise tasks and manage colleagues and stakeholders expectations. * Ability to create, manage, interpret and present large amounts of performance and other data, highlighting key messages and areas of strength and weakness * Excellent ICT skills, including the ability to fully utilise Microsoft Office products, particularly Excel; Word; Outlook, Teams and Powerpoint. * Experience in financial management * Excellent organisational and administrative skills * Excellent written and spoken communication skills |
| **Indicative Qualifications**  Educated to degree level or equivalent by experience  Relevant professional qualification (desirable) |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |