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| **Role Title** | **Contract Manager** |
| **Council Area** | **Commercial Services**  |
| **Pay Range / Scale** | **PO4 (subject to evaluation)**  |
| **Purpose** |
| To support Commercial Services with the clienting and contract management of suppliers to ensure the delivery of high quality, cost effective services that deliver positive outcomes for Waltham Forest residents and the Council  |
| *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 withinLBWF and for partner organisations. | Solutions are evidence based and meet wider stakeholder 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/ to the required standards and timescales.Evidence based recommendations are made. |
| Provide support for junior staff including the mentoring of support officers and supervision where appropriate. | Improving skills and knowledgebase of colleagues Ensuring continued professional service for customers |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored andmaintained. | Safeguarding standards are monitored and maintained in compliance with Council policy. |

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| 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:* |
| Managing the performance of key external providers across a portfolio of contracts to ensure the delivery of high quality, cost effective services that deliver positive outcomes for Waltham Forest residents and the Council | Providers are held to account to deliver the outcomes required in a cost-effective wayWhere providers underperform, this is addressed swiftly and effectivelyRelationships with providers are open, collaborative, and constructiveContract monitoring and relationship management relationships are cost effective and proportionate to the risk and value of each contractProvider performance is reported accurately and concisely to a range of internal and external stakeholders as required |
| Ensuring that risks to service users and the Council are managed effectively and that commercially sound solutions are found to any issues that arise during the lifetime of the contract | Providers comply with statutory duties, Council policies and contract terms and conditionsRisks 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 waySafeguarding issues are resolved quickly and effectively with a positive outcome for the service userService users and the Council are not negatively impacted during any during any transition to a new providerContract variations deliver the outcomes required and are commercially robust |
| Working with 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 contractProviders 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 |

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| ***Nature of Contacts***Reports into Head of Commercial Client.Dealing with, 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 contract management plans for each contract.Organising and chairing regular contract management/monitoring meetings, providing robust challenge and support to providers to ensure services are delivered, value for money and the achievement of Council priorities.Managing relationships with a range of providers from the public, private and voluntary sectors ensuring the Council’s commercial interests are protected and resolving disputes in a professional manner.Conducting visits to provider premises to carry out audits and checks to ensure compliance with contracts and statutory requirements.Dealing with underperforming providers and issues from service users as and when required.Understanding complex services serving residents who often have multiple needs within challenging service areas.Mitigating and managing safeguarding risks and resolving issues swiftly and effectivelyUnderstanding complex contract clauses and monitoring spending on external contracts, taking corrective action where needed. |
| ***Key Facts and Figures*** |
| **Resourcing**Budget Responsibilities**:** None but will responsible for managing a high value portfolio of contracts Supervisory Responsibilities: No direct reports. Will be expected to work closely with the Contract and Supplier Relationship Manager and Contract Management Officers. |

**Competency Level: Principal Officer**

**Knowledge, Skills and Experience**

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| * Experience of managing contracts in the public sector delivering service improvements in services for users and cost savings
* Substantial experience of relationship management, including providing robust challenge and working with 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 manage, interpret and present large amounts of performance and other data from providers, highlighting key messages and areas of strength and weakness
* Excellent ICT skills, including the ability to full utilise Microsoft Office products, particularly Excel (essential) and Access (desirable)
* Experience in financial management
* Excellent organisational and administrative skills
* Excellent written and spoken communication skills
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| **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 supplementedand 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. |