SEFTON METROPOLITAN BOROUGH COUNCIL

**JOB DESCRIPTION**

**SECTION:** Commissioning and Transformation **LOCATION:** Borough Wide

**JOB TITLE:** Contracts Manager

**POST NO**: 305034

**GRADE:** J

**JE NO:** 5183

**Responsible To:** Head of Service – Commissioning and Transformation

**Responsible For:** Roles commensurate to the role and grade, as agreed with the Head of service.

**JOB PURPOSE**

The postholder is responsible for managing and monitoring the quality and performance of commissioned contracts, service agreements and other formal arrangements between the Department and providers to ensure the quality and efficiency of services commissioned under these arrangements.

Take a lead role, with the Head of Service, with regards to the quality of provision and outcomes provided by commissioned providers.

Manage all end-to-end contracts processes and coordinate activities to support the availability of sustainable, high-quality services in the Borough.

Ensure analysis of quality concerns are maintained and reported to senior managers, as required, with regards to quality issues, safeguarding, potential market failure, or reduced capacity which could impact on the safety or availability of provision.

Work with providers to identify quality, delivery or financial concerns and support the providers to make required improvements.

Where providers fall below the standard expected within the contract with the Council, take appropriate contractual actions e.g., issuing a breach of contract, service improvement notices or decommisioning a service.

**MAIN DUTIES**

1. Oversee the operational management of Contract Management providing steer and guidance, as necessary, around demands and agreed priorities, ensuring efficient service delivery and outcomes.
2. To identify, analyse and manage risks associated with each service delivery and contract performance, recommending actions or contractual sanction, where appropriate.
3. To work to identify opportunities for improvements and the achievement and maintenance of high standards of quality and efficiency in the services commissioned by Sefton Metropolitan Borough Council.
4. To develop, and maintain, systems for evaluation and organisation of management information – both within the Council and where provider organisations send scheduled reports in ahead of the monitoring meetings or annual reviews.
5. To develop, and maintain, information systems, and / or dashboards, allied to the monitoring and evaluation function, that allow an overview of all the commissioned services and their relative RAG (red, amber, green) rating against commissioned outcomes and Key Performance Indicators (KPIs), that can be used as a departmental reporting tool.
6. To lead and participate in decision making, negotiation and problem solving relating to contracts, and the work of the Department, internally and externally, as required.
7. To ensure service providers deliver an equitable service to all those in receipt of the service, and their carers.
8. To report, as required, to any associated working group, project boards, or other management meeting, preparing reports appropriately ahead of the meeting.
9. To assist with the compilation of contract specifications and tender documents in accordance with regulations and procedures and to investigate, recommend and take action in connection with any problems or difficulties arising.
10. To paricpate and lead commissioning activities as appropriate using a co-production approach to service development and review, including providing advice and guidance on what contractual measures are appropriate to the type of service being considered.
11. To maintain current knowledge and awareness of legislation, policy, practice and procedure in the contract management field and associated procurement legislation, and to keep others informed as appropriate.
12. To supervise (when required) and develop staff, individually and collectively, to meet both job requirements and the planned business requirements of the departments through participation in, and contribution to, formal and informal staff development and training processes.
13. To keep up to date with all mandatory training and to participate in other training, as required, by the Council, ensuring key timelines are adhered to. Also to make sure all supervised staff adhere to mandatory training and have the opportunity to develop their skills and knowledge through relevant training and opportunties.
14. Work autonomously to ensure that contract management is delivered effectively.
15. Oversee contracts within significant value circa of £10m.

**Additional Information**

* The post-holder will have line management responsibility and be responsible for oversight of the work plans of Commissioning Officers (and other roles deemed appropriate) supporting the portfolio.
* The work may involve leading, managing and attending meetings which take place outside normal working hours.

**SPECIAL CONDITIONS (if applicable)**

The post attracts Casual Car User Allowance.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not ‘protected’ (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

**GENERAL**

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

### The post is customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe, and promote the equality policies of the Council.

Note: Where the postholder is disabled, every effort will be made to support all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the job.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

**Prepared by:**

**Name**  Hannah Soetendal

**Designation** Assistant Director Commissioning & Transformation

**Date** March 2025

**PERSON SPECIFICATION**

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| **Post:** Contracts Manager | | **Department:** Commissioning Support | |
| **Personal Attributes Required** | | **Essential (E) or**  **Desirable (D)** | **Method of Assessment** | |
| **Qualifications**   1. Educated to degree level or equivalent experience. 2. Management qualification or other relevant qualification. | | D  D | AF/C | |
| **Experience** | |  |  | |
| 1. Experience of performance management, quality improvement, evaluating/monitoring/auditing services and/or systems for quality outcomes. | | E | AF/I | |
| 1. Experience of undertaking investigations into performance or service delivery. | | E | AF/I | |
| 1. Experience of negotiating/effecting change around performance issues and of setting objectives to measure improvements. | | E | AF/I | |
| 1. Experience of writing reports, producing action plans, and presenting concise, engaging, and accurate information to a range of audiences. | | E | AF/I | |
| 1. Experience of analysing and interpreting a range of information and data. | | E | AF/I | |
| 1. Experience of adapting communication to the context and range of an audience. | | E | AF/I | |
| 1. Experience of working within either a social care or health care environment. | | E | AF/I | |
| 1. Experience of undertaking a lead role whilst working within legislative frameworks and guidance. | | E | AF/I | |
| 1. Experience of working effectively as part of a multi-organisational approach with a range of communities, partner agencies, private sector providers, public agencies, voluntary bodies, and statutory and regulatory authorities. | | E | AF/I | |
| 1. Experience of contributing to the development and implementation of commissioning strategies and policies. | | D | AF/I | |
| 1. Evidence of involvement in projects and managing projects. | | E | AF/I | |
| 1. Experience of using range of ICT systems, including email, internet, and office software (e.g. word processing and spreadsheets). | | E | AF/I | |
| **Ability, Skills & Knowledge** |  |  | | |
| 1. Knowledge and understanding of commissioning, contracting and procurement principles, processes, and practices. | D | AF/I | | |
| 1. Ability to understand and interpret complex information, reports and policy documents including statutory frameworks, service standards relating to social care, health, public health, or other local authority services. | E | AF/I | | |
| 1. Ability to communicate effectively and manage highly complex, sensitive, or contentious information across a range of audiences and/or settings. | E | AF/I | | |
| 1. Able to support and challenge to promote good practice and raise quality standards. | E | AF/I | | |
| 1. Ability to work alone or as part of a team; to work on own initiative, within an agreed framework, and to effectively prioritise, manage and organise own work. | E | AF/I | | |
| 1. Ability to plan and manage work to optimise team resources, using effective time management skills and ability to work to deadlines. | E | AF/I | | |
| 1. Ability to set objectives for providers, review their activities and implement change in their operation where necessary. | E | AF/I | | |
| 1. Ability to negotiate and influence people towards positive outcomes; to manage complex relationships, using a range of techniques to achieve acceptable solutions and compromises. | E | AF/I | | |
| 1. Able to develop and maintain effective relationships, demonstrating effective interpersonal skills in dealing with people at all levels and from a range of backgrounds. | E | AF/I | | |
| 1. Ability to facilitate and contribute effectively to meetings and events. | E | AF/I | | |
| 1. Ability to anticipate, respond and react to situations when working under pressure. | E | AF/I | | |
| 1. Able to lead, manage and develop a team, and inspires others by acting with integrity and being a positive role model. | E | AF/I | | |
| 1. Able to apply risk management skills and challenge where services do not meet the required statutory or contractual standard. | E | AF/I | | |
| 1. Ability to work in a flexible way and adapt to change. | E | AF/I | | |
| 1. Knowledge and understanding of Safeguarding processes for Vulnerable people from a local and national perspective. Collaboratively and proactively seeking to ensure that adults and children are safeguarded from abuse, neglect, or poor-quality care. | E | AF/I | | |
| 1. An understanding and commitment to equal opportunities, and ability to act proactively to reduce inequalities. | E | AF/I | | |
| **Personal Style and Behaviour** |  |  | | |
| 1. Commitment to ensure services are equally accessible and appropriate to the diverse needs of service users. | E | AF | | |
| 1. A team worker who works well with others in multi-disciplinary teams and across boundaries. | E | AF | | |
| 1. High degree of probity and integrity. | E | AF | | |
| 1. A commitment to continuous improvement. | E | AF | | |
| 1. Commitment to continually develop and update knowledge. | E | AF | | |
| **Other**   1. Driving Licence. | D | AF/C | | |
| **SPECIAL REQUIREMENTS**   1. The post is registered as exempt from the Rehabilitation of Offenders Act 1974 therefore; the successful candidate must be able to obtain satisfactory enhanced Criminal Record disclosure in order to be appointed to the post. In this respect a criminal record check will be undertaken prior to confirmation of appointment. | E | C | | |

**Assessment Methods Key:**

AF – Application Form

C – Certificates

I – Interview