



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	DDaT Contract Manager
Service	Digital, Data & Technology (DDaT)
Team	Technology & Business Partnering
Location	Shute End/ Hybrid
Reports to	DDaT Business Partner
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	N/A
Grade	10
Contract Type	Permanent

Main Accountabilities	
1.	Contract Ownership & Management - Lead end-to-end lifecycle management of IT contracts, including mobilisation, performance monitoring, renewal, extension, and exit planning. - Ensure all contracts are actively managed in line with agreed service levels, KPIs, and contractual obligations.
2.	Supplier Performance & Relationship Management - Act as the strategic lead for key technology suppliers, managing relationships to drive performance, innovation, and continuous improvement. - Establish structured supplier governance, including regular reviews, escalation routes, and performance reporting. - Develops strategies to address under-performance and compliance failures, including the application of contract terms. - Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements and market intelligence. Validates that suppliers' performance is in accordance with contract terms. - Manages the operational relationships between suppliers and ensures potential disputes or conflicts are raised and resolved.





3.	Commercial & Financial Oversight • Monitor contract spend, budgets, and financial commitments, ensuring value for money and alignment to approved budgets. • Identify cost-saving opportunities, efficiencies, and commercial risks across the supplier portfolio.
4.	Procurement & Commissioning Support • Work with procurement to lead and support high-value IT procurements, ensuring strong commercial outcomes and compliance with public sector regulations. • Contribute to business cases, specifications, and evaluation processes for new systems and services.
5.	Governance, Risk & Compliance • Ensure all contracts comply with Council policies, legal requirements, and audit standards. • Maintain a robust risk management approach, identifying, managing, and escalating contractual and supplier risks.
6.	Service Integration & Delivery Alignment • Work closely with service owners, project managers, and technical teams to ensure supplier services align with operational and delivery needs. • Support major programmes and projects by ensuring contractual arrangements enable delivery and benefits realisation.
7.	Continuous Improvement & Best Practice • Develop and embed best practice contract and supplier management frameworks within DDaT. • Promote a culture of accountability, transparency, and performance management across supplier engagements. • Actively supports and engages with experts and stakeholders to ensure continual improvements are identified through review and benchmarking processes. Develops and implements change management protocols.
8.	Embedding AI & BI Requirements into Contracts (Upfront Value & Future-Proofing) • Ensures that AI and BI capabilities are explicitly defined during procurement and contract negotiation. • Ensuring contracts mandate data access, enforce governance, and drive suppliers to deliver measurable insight and intelligence outcomes





Person Specification	Essential	Desirable
Education/Qualifications	Relevant degree or equivalent experience in IT, Commercial Management, or Procurement	Contract experience in public and private sectors
		Professional qualification (e.g. CIPS, ITIL, PRINCE2 or equivalent experience)
		Contract Management or Supplier Relationship Management certification
Experience	Significant experience managing IT or technology-related contracts in a complex organisation Experience of supplier performance management and commercial negotiations	Experience within local government or public sector Experience supporting large-scale technology programmes or transformations
	Experience working with procurement processes and public sector frameworks	
	Good IT skills, including office software such as Microsoft Word, Outlook, PowerPoint and Excel.	
	Well developed written and verbal communication skills with an ability to articulate strategic thinking Presentation skills, able to engage an audience Effective strategy and report writing skills, able to make recommendations for decision making	
Skills/Knowledge	Strong commercial acumen with ability to interpret and manage complex contracts	Understanding of DDaT service environments (applications, infrastructure, cloud services, digital platforms)
	Excellent stakeholder management and influencing skills across technical and non-technical audiences	Knowledge of public sector procurement regulations (e.g. PCR 2015 / Procurement Act)
	Strong analytical skills with ability to assess performance, risk, and financial data	
	Knowledge of contract governance, risk management, and compliance requirements	
	Proficient in methods and techniques for negotiating and managing contracts for the supply of IT products and services	
	Experience in undertaking commissioning activities overseeing all elements of the commissioning cycle	





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	Knowledge and experience of the Category areas, and working in a political environment, with understanding of the issues for local authorities and service users	
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Purpose Details	
Service Purpose	To deliver reliable, secure, and value-for-money digital, data, and technology services that enable Wokingham Borough Council to meet its strategic objectives, improve customer outcomes, and support efficient service delivery across all directorates.
Role Purpose	To lead the commercial and contractual management of the Council's IT suppliers and contracts, ensuring robust governance, value for money, compliance, and alignment to DDaT strategy and service delivery priorities. Ensures that all contracts are valid and procurements are planned in advance of termination. Ensuring all procurement governance is maintained and develops a procurement plan that is realistic.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	Guidance and supervision provided from DDaT Business Partner
Supervision Given	Guidance and support given to the DDaT Team
Contacts	Senior Wokingham Borough Council Staff / CLT / Councillors - Where appropriate

Resources/Budget Management
Responsible for supporting team members across DDaT service Budget responsibility - N/A

Special Requirements
Ability to travel to a variety of locations in borough





Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	Y - Hybrid working
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Office environment - Hybrid environment

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N





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Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)		Details
DBS Requirement	None	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)	

Re-checks
As required

Evaluation Declaration	
Date of Evaluation:	18/06/2026
Evaluated by:	HR Team

