Job Description and Person Specification

POST IDENTIFICATION

Post Title:	Contract Management Support Service Manager
Grade:	Chief Officer D
Directorate:	Corporate and Regeneration
Division:	Transformation, Digital and Procurement
Section:	Procurement and Information Services
Location:	Penallta House
Responsible to:	Procurement and Information Manager

JOB PURPOSE

Under the general direction of the Procurement and Information Manager, the post holder will be responsible for developing and leading on a new approach to Contract Management within the Council. This central role will support the organisation to take forward progressive strategies and policies associated with our third party spend and commercial activities.

The post holder will develop, build and maintain key strategic relationships with stakeholders from across the public sector including but not limited to: Welsh Government, Future Generations Commissioners for Wales Office, Councils, Health, Voluntary, Community and Social Enterprises, Private Sector Organisations and Regulatory Bodies.

KEY RESULT AREAS

Develop and lead the Council's approach to the development and implementation of a robust and sustainable contracts management methodology within the Council.

Ensure the effective and efficient delivery of national and Council objectives and initiatives.

Develop, build and maintain key relationships with stakeholders to continuously develop the service and help:

- Develop processes, procedures and policies in relation to commercial capability and contract management.
- Standardise the capability and skills needed across the Council in relation to commercial capability and contract management via training programmes.
- Working with staff across the Council identifying commercial risks and recommending measures to mitigate and manage those risks.
- Inform the evolving needs/requirements of key contracting service areas in accordance with national strategies and policies.
- Establish "expert" teams within key contracting service areas in order to develop category specialisms, fit for purpose terms and conditions, contract management methodologies and develop market intelligence strategies and approaches.
- Generate positive communication channels with internal and external stakeholders that support the Council's objectives and initiatives.

- Develop streamlined and consistent approach to data analytics for dissemination to internal and external stakeholders.
- Develop and maintain effective relationships with regulatory bodies and external organisations.

DETAILED TASK PROFILE

Provide professional advice, guidance and expertise on routine day-to-day, highly complex and contentious issues related to commercial opportunities and contract management best practice in accordance with national and Council strategic objectives and initiatives and best practice.

Act as lead for providing advice and guidance on policy and governance issues with a commercial impact; contributing to new initiatives and projects, developing procedures, consulting with other governance leads to assess potential impact and manage policy changes.

Achieve compliance with all statutory and regulatory legislation, specifically UK Public Contract Regulations, Council Financial Regulations and Standing Orders for Contracts.

Proactive and pragmatic approach to risk management by clearly establishing, defining and documenting risks and whether there are any potential risk mitigation measures that can be implemented.

Deliver high quality, value for money services across key contracting service areas.

Research and develop new and innovative approaches to service provision to maximise resources, deliver efficiencies and provide maximum value for money (including social value) for the Council.

Support the Council's leadership team with the preparation and dissemination of performance, statistical data and financial management information in accordance with the associated regulatory and policy needs and objectives.

Provide line management guidance and support, including setting and monitoring standards and targets to sections and individuals within the service area.

Consult, as appropriate, with the relevant Cabinet Member(s) and other Elected Members and provide appropriate and meaningful information to enable Members, the Council, Cabinet, Committees and managers to monitor performance against agreed standards and targets and progress towards achieving the Council's strategic objectives.

Provide briefings and information to technical teams, legal and policy for meetings with stakeholders.

Lead stakeholder meeting with technical team members, legal and policy leads and to ensure feedback of stakeholder's responses and requests to technical team are responded to within agreed timescales.

Develop positive relationships with other services within the Council and other external bodies / partners to ensure the service provided is fully effective, efficient and of an appropriate quality.

Undertake the development of policy guidance, training and support to stakeholders.

Work closely with support services of the Council to facilitate the process of consultation and engagement across the public, private and third sectors. Develop a robust engagement plan with our supply chain to meet the objectives of the Council.

Develop excellent working relationships with external bodies to develop collaborative arrangements to continually improve the service and meet the needs of the Council.

Management of external project consultants (where required).

Take responsibility for developing, implementing, monitoring and reporting on results for specific strategic initiatives as agreed within the Council.

Ensure processes and procedures support compliance throughout the service area with relevant legislation and Council policies, including GDPR, Health and Safety and Insurance.

KEY WORKING RELATIONSHIPS

Customer and Digital Services and other service areas management teams to deliver the service objectives in an effective, efficient and timely manner.

External bodies such as but not limited to: Welsh Government, Future Generations Commissioners for Wales Office, Local Authorities, Health, Voluntary, Community and Social Enterprises, Private Sector Organisations and Regulatory Bodies. This will include negotiations and the management of contracts, developing and enhancing the supply chain to provide better services. Provide performance, statistical and financial data and undertake contractual performance reviews.

Corporate Management Team; provision of statistics, reports and advice, guidance and information in accordance with procurement policy and best practice.

Heads of Service / Assistant Directors; provide advice and guidance on processes, procedures, contract management in accordance with procurement policy and best practice.

Cabinet Members/Elected Members; provide advice, guidance and information on reports at associated Committees and accompanying Cabinet member at meetings.

Chartered Institute of Purchasing and Supply; submission and dissemination of information to and from the professional body.

Work with a wide range of parties including other public and voluntary sector partners, private sector organisations, members of the public.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.

3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect
1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty
1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together
1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.
3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

Full line management responsibility of three Officers. Responsibilities include recruitment and selection, induction and support. Performance reviews, regular one to one meetings, objective setting, identification of learning needs and implementation of training. Monitoring and managing attendance including conducting return to work interviews and referrals. Disciplinary, grievance, approving leave, expense claims etc.

Deputise for the Procurement and Information Manager.

Lead and hold responsibility for collaborative teams working on the delivery of key Council contracts and projects.

Management of external project consultants as and when required.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Responsibility for a PC and a telephone and any other equipment and resources made available for business use.

Responsibility for digital equipment to perform role.

Responsible for the appropriate budget associated with procurement reform.

Data Systems

Access to and responsibility for a number of databases and key systems.

WORKING ENVIRONMENT

Flexible post in accordance with the Council's Agile Working Policy. The team work on an agile basis between the office and home. The team attend the Council offices when asked to do so for meetings, specific tasks, supervision and appraisals.

Required to be mobile to meet the changing needs of the post.

Attendance at meetings outside of office hours will be required.

ADDITIONAL REQUIREMENTS

Politically Restricted:	Yes
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Level 6 Management qualification on the Credit and Qualifications Framework for Wales. For Example, Level 6 ILM.	Full Member of the Chartered Institute of Purchasing and Supply (MCIPS) or working towards. Or appropriate legal qualification in relation to the public contract regulations 2015.
KNOWLEDGE	Substantial knowledge of Contract Management Frameworks and Best Practice. Having the ability to manage financial, legal, technical, operational and reputational risk. Public Sector Procurement Legislation. Range of project management/ delivery tools and techniques, including, but not limited to, Prince2 and Agile.	Knowledge of the Council's policies and procedures.
SKILLS	Coaches and Lead Teams Able to communicate effectively across organisational, technical and political boundaries. Able to advocate and communicate what a team does to create trust and authenticity. Ability to see the big picture. Bring together views and perspective of stakeholders to gain a wider picture of the landscape surrounding activities and policies. Ability to build capability for all. Establish and drive intra and inter discussions to learn from experience and adapt organisational processes and plans. Ability to make clear decisions using incomplete and complex evidence and data.	Welsh language skills. Evidence of continued professional development activities undertaken. Able to support effective budget management within the constraints of the project. Retains a continued awareness of the budget against actual cost incurred. Able to support effective budget management within the constraints of the project. Able to lead a team through the different phases of the delivery lifecycle.

	ESSENTIAL	DESIRABLE
	Analyse and evaluate information and situations. Ability to successfully respond to challenge. Skilled communicator, both orally and in writing to a wide range of audiences, utilising different media. Flexible, adaptable and innovative approach to problem solving. Ability to negotiate effectively with all stakeholders. Able to solve issues and unblock problems. Able to engage in elements of risk management such as effectively managing and tracking the mitigation of risks. Able to manage various dependencies across teams, departments and government as a whole. Able to communicate the plan, planning assumptions and progress to a range of stakeholders. Maintains the cadence of delivery and manages the relationships between different people within and across teams. Ability to work under pressure to meet changing deadlines. Ability to work under pressure and meet tight timescales. Ability to negotiate effectively with and influence others. Understanding of change management.	Understanding of the wider modernisation issues facing Local Government. Demonstrate leadership and managerial skills in strategic Procurement.

	ESSENTIAL	DESIRABLE
EXPERIENCE	Line management and supervision of staff. Working with Elected Members, Officers of varying levels of authority, head teachers, teachers and external organisations (or senior Officers at a board level if from the private sector). Experience of gaining insight from a range of stakeholders. Developing and delivering an effective training framework, including e-learning courses. Implementation of spend analytics, contract management, process re-engineering and automation. Close partnership working. Planning development and implementation of new policies and procedures.	
OTHER	Commitment to the ethos of a democratically accountable service. Ability to work in a confidential environment. Ability to understand new and emerging legislation and translate into operational practice. Flexible/adaptable approach to work and be able to work unsocial hours on occasions. Committed to continuous professional development. Ability to travel around the County Borough.	Political sensitivity, and able to maintain impartiality, managing political relationships across all parties.

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Lynne Donovan	18/07/2023