

**PERSON SPECIFICATION**

**Contract Services Manager**

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|  | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
| **EDUCATION** | Professional or Management Degree, or equivalent.  Evidence of continued relevant professional development. | Full member of the Chartered Institute of Purchasing & Supply (CIPS).  LPC- Law Degree/Legal Qualification  Qualified with the Chartered Institute of Public Finance & Accountancy Certificate in Contract Management (CIPFA) | AF, QC  AF  AF, QC |
| **WORK EXPERIENCE** | Demonstrable experience of working on commercial contracts, managing dispute, and issues resolution to a positive financial outcome and satisfactory conclusion.  Evidence of embedding a client focussed approach to all contractual activities and business planning processes.  **ESSENTIAL**  **(Continued) …** | Demonstrable experience of contract managing public sector outsourced partners/suppliers, delivering customer facing operations and services; presenting to board level or elected members on all aspects of contracts; and using open book accounting methods for scrutinising purposes.  **DESIRABLE** | AF , I  AF , I  **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
|  | Experience of leading multi-disciplinary teams and evidence of delivering corporate objectives, priorities and projects on time, on budget and to the required standards.  Experience of business planning strategy development and implementation. | Previous experience in the culture and leisure, parking enforcement and management, or waste collection industries. | AF , I  AF , I |
| **COMMUNICATION** | The ability to converse at ease with members of the public and provide advice in accurate spoken English.  High level of interpersonal and relationship skills at all levels.  Possesses relationship building management and negotiation skills, with demonstrated ability to influence and persuade at the highest level. |  | AF , I  AF , I |
| **(Continued)…** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
| **SPECIFIC SKILLS** | Working knowledge and practical experience of best practice in contract management.  Demonstrable understanding of the financial, legal and procurement issues in the context of public sector contract tendering procedures; including EU Directives and HRMT Guidance.  Demonstrate commercial acumen.  Evidence of knowledge of PRINCE2, or other project management applications.  Evidence of strong financial performance and successful budget management.  Evidence of ability to manage and mitigate risks with delivery partners/suppliers. | Understand the challenges facing local government.  Knowledge of Services Concession Contracts under the Concession Contracts Regulations 2016 (‘CCR 2016’) | AF , I  AF , I  AF , I  AF , I  AF , I  AF , I |
| **(Continued) …** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
|  | Evidence of ability to analyse and identify service development needs through complex business intelligence and customer insight data.  Evidence of ability to appraise and evaluate options and make clear recommendations on improving service delivery.  Evidence of ability to ensure contractual performance indicators are achieved through a structured performance management framework. |  | AF, I  AF, I  AF, I |
| **PERSONAL QUALITIES** | Demonstrate a high level of personal and professional integrity.  Willingness to undertake future training as and when required. |  | I  I |

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| **(Continued) …** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
| **OTHER CRITERIA** | Able to attend evening and/or weekend meetings.  Hold a valid full UK driving licence for using own vehicle with business purposes insurance cover. |  | I  AF, I |