(National Agreement)



### JOB DESCRIPTION

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**Post Title**: Contract Services Manager

**Scale** Grade M, (SCP 49 -52), currently £43,821- £47,185

per annum

**Post No** OCO101

**Service**: Operations

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**Responsible to**: Head of Operations

**Responsible for**: Corporate contract management across the Council’s key strategic contracts (including Waste Collection and Processing, Leisure and Culture Trust, Parking Enforcement and CCTV Provision); Contract governance, procurement and review; Monitoring ongoing contract compliance, delivery, outcomes, performance and risk; Managing provider/supplier and customer/user relationships; Producing relevant strategies and plans to deliver measurable improvements in overall financial and operational performance of corporate contracts; Quality assurance and accreditations.

**Key Relationships:** Heads of Service, Group and Service Managers (responsible for operational delivery), Contractors including Veolia and Freedom Leisure, Community Groups, Service Users, Partners and Volunteers, Finance, HR, Governance, Legal and Procurement (Staffordshire County Council) Teams, Professional Associations, Trade Unions, Waste Disposal Authority, Heritage Lottery Fund, Community Safety Partnership and Staffordshire Police.

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| **Job Purpose**: Managing key corporate contracts to agreed service level  specifications and standards; to ensure the delivery and provision of affordable, high  quality, productive and well-performing services. |

**Main Duties and Responsibilities**:

1 Provide contractual and financial management of key Council contracts.

2 Undertake a governance review of key Council contracts and produce a framework

and plan for monitoring and reporting contract compliance, performance and value

for money.

3 Drive continuous improvement and quality improvements in Corporate contracts.

4 Develop and implement robust project and change management principles in

Corporate contract management.

5 Lead on contract negotiations and contract management activity in the

relevant Service area, by formally monitoring the contract cycles and variations to

ensure that the Council is never at risk of being out of contract with Service

providers/suppliers.

6 Lead on contract procurement and tendering opportunities for new contracted

Services, including identifying the most suitable procurement strategy, coordinating

documentation and evaluation processes, mitigating and transferring risk, and

planning for business continuity.

7 Lead on financial analysis and tracking of benefits delivered through Corporate

contracts, and annually audit the financial viability of contracted Services to identify

areas of efficiency and value added improvements.

8 Lead on provider/supplier relationships and market management.

9 Keep up to date with existing and emerging national, regional and local policy and

funding opportunities, joint ventures and other delivery models, to maintain the

Council at the forefront of innovative thinking on contract Service design and

delivery.

10 Provide expert contractual advice, guidance and support to Service areas, on

preparing for the testing of the external market and alternative methods of

delivering Council Services.

11 Provide technical advice, guidance and support in scoping and specifying

Corporate contract documentation.

12 Provide professional advice, guidance and support on enforcing sanctions against

providers/suppliers for breach of Corporate contract conditions.

13 Ensure that the Council maintains a strong customer focus in all its contractual

activities and out-sourced Services.

14 Proactively engage with service users during contract management activity and

Service development.

15 Ensure that Corporate contract outcomes and targets are achieved on time, in

budget, and to a consistently high standard.

16 Maintain total quality management, through recognised and relevant quality

accreditations and quality assurance systems for Service area(s).

17 Contribute to the Council’s Corporate Priorities and Business Plan, including

the medium-term Financial Plan, by ensuring Corporate contracts are; legally

compliant with Council policies, procedures and regulations; and fit for purpose

and future proofed to achieve the stated Service aims, objectives and outcomes.

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| Any other duties commensurate with the grade of the post, subject to any reasonable adjustments under the Disability Discrimination Act 1996. |
| Postholders must comply with the Council’s Equal Opportunities and Health and Safety Policies. |
| For postholders at SO1 or above to develop, support and promote principles of sustainability both in service delivery and in the workplace. |
| For postholders equivalent to SO1 or above to manage risks (strategic and/or operational) as identified in appropriate service plans and assigned within the PDR process. |
| **Safeguarding Children and Vulnerable Adults**  The Council is committed to promoting a culture which safeguards both children and vulnerable adults.  Employees are expected to carry out their role and responsibilities with due regard to the welfare of children and vulnerable adults at all times. The Council is committed to ensuring that all employees are supported in respect of their safeguarding duties. |

##### Special Conditions

The Job Description for this new post is not a definitive list of duties and tasks; it is designed to give an overall view of the job; and not to prescibe what the sole requirements are for you to do the work; it is envisaged that you will use your own initiative and develop your own style to achieve the desired aims.

##### General

1 The above duties do not include or define all tasks which the postholder may be required to carry out.

2 To be responsible for health, safety and welfare of yourself, colleagues and staff under your control.

3 To regularly communicate with your staff on developments within the organisation and how this affects their role, and to encourage feedback and staff involvement.

4 To serve at any of the Council's places of employment in any post of a similar nature and responsibility, if required.

5 The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act, be commercially sensitive or relate to client information. In such circumstances confidentiality must be maintained at all times.

6 Senior and Operational Managers are responsible for the identification, prioritisation and management of business risks relating to their service, in accordance with the Council’s Risk Management Strategy.

The Council reserves the right to vary the duties and responsibilities of staff under conditions prescribed in national agreements. Thus, it must be appreciated that the above duties may be altered as the future changing needs of the service may require.

**AGREED BY**

**POSTHOLDER: Signed**

**Dated**

**AGREED BY**

**LINE MANAGER: Signed**

**Dated**

**HEAD OF HUMAN RESOURCES: Signed**

**Dated**