

Job Description

Title	Contract Manager
Reports to	<p>Service Manager – Performance</p> <p>Key functional relationships:</p> <ul style="list-style-type: none"> • SRM & Contract Management Lead • Supplier Relationship SRO & Category Managers • Heads of Service
Based at	Aylesbury
Job Purpose	<p>To lead the Contract Management function, ensuring a clear focus on the delivery of key contractual and business objectives and performance targets.</p> <p>To ensure that financial savings and aligned efficiencies identified during the tender and award of phase of designated contracts are realised and that continuous improvement mechanisms are in place to ensure commercial and operational performance is improved over time. In the first instance this work will relate to the new external Domiciliary Care Contracts.</p> <p>To implement and manage a contract management framework that has the structure, resources and skills to manage service delivery & financial savings ascribed through day to day operations and to contribute to and own the delivery of strategic supplier objectives over time. .</p> <p>To ensure that identified savings and aligned efficiencies are achieved from specified internal services through applying the same disciplined and rigorous “Contract Management” approach to internal stakeholders as that applied to external contracts.</p> <p>To work effectively with the Corporate Commercial Board and members to ensure cohesion and co-ordination benefit maximisation between AFW Portfolio and the wider County objectives.</p> <p>Monitor and manage the risk associated with the contract taking appropriate advice from internal specialists. Maintaining a register of risks and robust business continuity arrangements.</p>
Key Responsibilities and Accountabilities	<p>During the Transfer and Implementation Process</p> <ol style="list-style-type: none"> 1) The Contract Manager will lead the implementation of appropriate contract management arrangements with the designated providers taking account of the organisations contract management process.

- 2) The Contract Manager should not only focus on delivery of these “hard” outputs, they build the relationship of the basis of open communication trust and credibility
- 3) The contract manager will develop and culture that is focussed on delivery, quality and costs and an expectation of continuous improvement internally and externally.

Operational Contract Management

Once the service is operational, it is the responsibility of the contract manager to have the following key components in place

Structure and Resources:

- 1) Planning & Governance – preparing for contract managing and providing oversight
- 2) Contract Management Resources – ensuring the right people are in place to carry out the contract management activities
- 3) Administration – managing the physical contract and the timetable for making key decisions.
- 4) Contributing to the development and delivery of strategic objectives affecting the service or supplier.

Delivery:

- 1) Managing Provider Relationships – developing strong internal and external relationships that facilitate delivery
- 2) Managing Performance – ensuring the service is provided in line with the contract and continuously monitored and improved
- 3) Spend Management – ensuring that payments are made to the Providers in line with the contract and contractual or incentive mechanisms are managed proactively to yield positive benefits
- 4) Management of the total contract budget on behalf of the AFW Portfolio.
- 5) Risk Management – understanding and managing contractual and provider risk.
- 6) Dealing with non-conformance issues and resolving or escalating them in line with the contract terms.
- 7) Engaging and educating users about the contract and its features and maintaining a high degree of user satisfaction
- 8) Developing and maintaining business continuity arrangements

Development:

- 1) Contract Development – effective handling of agreed changes to the contract in line with contract terms and internal procedures
- 2) Provider Development – improving provider performance and capability.

Strategy

- 1) Provider Development – developing and delivering a programme for managing and developing relationships in line with the supplier or category strategy
- 2) Business Environment – awareness of the wider market / procurement issues that impact on the contract that lie beyond the providers jurisdiction and or influence

	3) Knowledge and skills capture & transfer across the organisation		
Skills and Experience Required	Qualifications:	Essential	Desirable
	<ul style="list-style-type: none"> Relevant professional qualification or equivalent experience 	✓	
	<ul style="list-style-type: none"> Evidence of continuing managerial experience and development 	✓	
	<ul style="list-style-type: none"> Extensive commercial management experience 	✓	
	Knowledge and Skills:		
	<ul style="list-style-type: none"> Be able to demonstrate considerable experience of working in complex organisations such as those in the public sector or local government. 	✓	
	<ul style="list-style-type: none"> Strategic vision and creativity 		✓
	<ul style="list-style-type: none"> Be able to recognise and manage risk 		✓
	<ul style="list-style-type: none"> Have the ability to understand and successfully resolve complex problems. 	✓	
	<ul style="list-style-type: none"> Ability to think strategically and to encourage proactive working 	✓	
	<ul style="list-style-type: none"> Have proven excellent inter-personal, communications, networking and negotiation skills and a strong commitment to the Shared Support Services vision. 	✓	
	<ul style="list-style-type: none"> Proven ability to understand and analyse complex business cases 	✓	
	<ul style="list-style-type: none"> Ability to help business users develop complex, outcome based specifications within the lines of service covered by the contracts 	✓	
	<ul style="list-style-type: none"> The ability to direct, influence and motivate teams of professional and technical staff 	✓	
	<ul style="list-style-type: none"> Working with partners – excellent influencing and negotiation skills and the development of lasting and co-operative relationships 	✓	
	<ul style="list-style-type: none"> Excellent budget and project management skills 	✓	
	<ul style="list-style-type: none"> Demonstrable experience of performance management of contracts and ability to interpret contractual arrangements 	✓	
	Experience:		
	Extensive experience of ensuring the delivery of financial savings identified within contracts		
	<ul style="list-style-type: none"> Extensive experience of Provider & contract management. 		
	<ul style="list-style-type: none"> Demonstrable commercial awareness 	✓	
	<ul style="list-style-type: none"> Project and operational finance and 	✓	

	budgeting		
	<ul style="list-style-type: none"> • Experience of supplier management in some or all of the in-scope functions : Finance, HR, ICT & Property 		✓
	<ul style="list-style-type: none"> • Proven experience of being able to quickly establish and maintain credibility with Members, Senior Managers, Employees and partners. 	✓	
	<ul style="list-style-type: none"> • Proven experience of successfully communicating complex issues coherently and persuasively. 	✓	
	<ul style="list-style-type: none"> • Demonstrate an active involvement in advising and supporting a large organisation through a period of considerable change. 		✓
	<ul style="list-style-type: none"> • Proven experience of effectively building, developing and leading teams to success. 	✓	
	<ul style="list-style-type: none"> • A track record of challenging traditional thinking in a persuasive and positive manner. 	✓	
	<ul style="list-style-type: none"> • A proven track record of effectively managing conflicting priorities. 	✓	
	<ul style="list-style-type: none"> • Relevant experience of supporting a large organisation in a change management role. 		✓
	<ul style="list-style-type: none"> • Experience of working with the private sector – either through a public private partnership or on the supply side. 	✓	
	<ul style="list-style-type: none"> • Service design and implementation including team recruitment, selection and development 	✓	