



Job Title	Corporate Contracts Management Officer	Tier: 2/3	Grade: SG5
Reports To	Corporate Contracts & Procurement Manager		
Responsibilities			
<p>To develop and ensure we have a fit for purpose centre-led Procurement and Contracts Management Strategy, that addresses the current and future needs of the business for the effective performance management of our contractual lifecycles. Maximising the benefits to the business whilst improving the management of operational, financial and reputational risk of our contracts from procurement through appointment and into continual improvement. In doing so :</p> <ul style="list-style-type: none"> Developing and ensuring that we have a fit for purpose procurement and contract management strategy and contract portfolio - this includes appropriate ways to procure, manage, and set the future direction of all businesses contracts and ensuring rigor in assessing supplier competency or product suitability, total cost of ownership, including product renewal or exit Build and develop key strategic relationships with suppliers ensuring regular face to face contact at the right business level with the overall aim of continual improvement of those contracts, setting out the strategic direction for key strategic accounts and pushing those contracts to deliver overall contract savings/efficiencies. Establish a formal review mechanism of all key supplier/contractor contracts to analyse performance trends against contracts and instigate appropriate follow-up actions and amendments where necessary. Use defined and appropriate KPIs, performance measures and cost effective tracking tools to accurately measure progress against targets for both internal function performance and supplier/contractor performance. Lead on major supplier/contractor changes and SLA changes to all relevant business users of the products or services in question, identifying performance issues and corrective actions, and act as the escalation point for issues relating to general supplier/contractor performance from internal customers (day to day engagement remaining in the host service area) Ensure the council P2P, procurement and finance processes are understood by each supplier/contractor and complied with as part of the agreed contracts, and ensuring data held centrally is consistently updated and supplier contract performance, quality and cost is continually at the forefront of the management approach. Play an active part in the overall Procurement and Contracting Team, covering leave and other absences across the team, and supporting the training and knowledge transfer of skills across the council. 			
Autonomy			
<ul style="list-style-type: none"> The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under a degree of managerial control. Given objectives and resources jobholders at this level are expected to 'get on with the job' with minimal supervision. Management is generally by reviewing end results on a regular basis. The jobholder will have considerable latitude to deviate from established procedures and practices in order to deliver a commercial customer focused service. They will be expected to organise their own workload around customer needs and commercial priorities. Jobholders will be expected to develop and support initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities. 			
Role Specific Skills/Knowledge			
<ul style="list-style-type: none"> Professional qualification (eg MCIPS) or degree education or equivalent experience Significant contract management experience in a government/regulated area Track record in cost reduction & supplier management Knowledge of relevant legislation applicable to local authorities and related delivery vehicles Skilled in negotiation techniques and communication with a knowledge of legal issues in procurement and renegotiation. 			
Corporate Expectations			
<ul style="list-style-type: none"> Ensure that the work and role focus supports AVDC's vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart. Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable. Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership 			
Specific Responsibilities			
Staff	No direct reports		
Financial	Spend portfolio of Goods & Services in the region of £25m total contract sums – likely direct management of c£6-10m of spend		
Role Specific Requirements			
Hours	37 hours per week –flexitime applicable. Working outside normal working hours including weekend working may sometimes necessary in order to meet deadlines.		
Working practices	Mainly office based, remote working may be required dependant on business need.		
Specific conditions	None		
Uniform/PPE etc.	None		
DBS checks	None		
Safeguarding level	n/a		
Date prepared	Jan 2017		

“To secure the Economic, Social and Environmental Wellbeing of the Vale”

Job Family	Technical & Expert – level 5	Tier: 2/3	Grade: SG5
<p>Role Purpose and Commercial Focus</p> <p>Provides a commercial, customer focused and cost-effective service to internal or external customers. Jobholders will strive to exceed customer expectations; analyse, manage and take calculated risks based on technical expertise; build and maintain effective working relationships with customers; and actively develop and support initiatives that improve services and commercial advantage. Jobholders will provide a technical, professional or expert service including providing advice, guidance and commercial services to customers in a specialised field. Jobholders will provide a range of complex services and advice and/or guidance to customers. This will include interpretation of situations or problems and adapting and developing innovative solutions in order to provide the service within a commercial environment. Roles will have a wider focus and responsibility for the longer term service and commercial development and planning of the function based on customer insight, financial data, professional developments and the corporate vision. Direction of team members may be required (either direct supervision or within a multi-professional team). Jobholders will need to have a detailed grasp of involved practices and procedures and be able to work out problems or devise new commercial approaches from first principles. This knowledge will be gained through formal technical or professional training and extensive practical work experience – usually leading to a professional qualification.</p>		<p>Knowledge, Skills & Experience</p> <ul style="list-style-type: none"> ▪ Extensive expertise in specialist, organisational and/or business concepts with the ability to apply knowledge to solve complex problems, calling upon additional expertise if required. An in-depth knowledge of involved processes with the ability to devise new approaches based on this expertise ▪ Formal training/qualifications (typically Level 4/5 or equivalent) may be applicable. ▪ Business standard literacy, numeracy and IT skills ▪ The jobholder needs a thorough knowledge of procedures and processes, including the use of specialised equipment and software. ▪ Knowledge of customers, market and competitors. ▪ The jobholder needs a working knowledge of appropriate financial, commissioning, safeguarding, equality, information security and health and safety regulations. 	
<p>Organising and Forward Focus</p> <ul style="list-style-type: none"> ▪ The work involves a wider range of projects and activities that have broader aims and objectives. ▪ The work involves record keeping and processing of technical and customer information ▪ There is a requirement for forward planning – the normal focus is on months ahead (up to a year) and there is a strong contribution to the longer term development and planning of the service/function. ▪ The jobholder is required to plan and organise their own workload to ensure deadlines and priorities are achieved. ▪ The jobholder may supervise other employees including organising work schedules, controlling delegated resources and managing performance in order to achieve specific short term results. 		<p>Communicating & Influencing</p> <ul style="list-style-type: none"> ▪ Communication is generally more than the straightforward exchange of facts/information. ▪ Verbal and written communication of a business standard. ▪ Effective communication with internal and external customers is a key requirement of the role ▪ Resolves a range of issues (sometimes complex and/or contentious) with customers or colleagues. ▪ Challenges poor performance/behaviour. ▪ Gives regular and consistent feedback to colleagues on performance supporting individuals in the application of any learning. 	
<p>Scope of Role</p> <ul style="list-style-type: none"> ▪ The jobholder has considerable latitude to consider how problems should be solved and how procedures need to be interpreted to achieve the right result, ensuring that issues are resolved in a commercially minded way. ▪ There will be a wider range of complex problems where the jobholder will need to establish the nature of the problem and decide on the best course of action by adapting existing or devising new approaches. ▪ Ideas for innovative solutions will be actively pursued. ▪ The role is subject to managerial direction. 		<ul style="list-style-type: none"> ▪ Provides a service of an interpretative or advisory nature to either internal or external customers within a commercial environment. ▪ The role is accountable for a wide variety of projects and work activities that have medium to long term objectives. ▪ The role requires a “one council” approach to cost effective and commercial service delivery. ▪ Jobholders will determine their own priorities and are permitted to deviate from established procedures as long as end results meet the standards required. 	