

<b>Post title:</b>	Senior Contract Manager
<b>Grade:</b>	N
<b>Responsible to:</b>	Senior Commercial Manager
<b>Staff managed:</b>	Manages a team of specialist professionals
<b>Directorate:</b>	Central Services
<b>Service:</b>	Procurement & Contract Management Service
<b>Job family:</b>	<b>P&amp;T - Professional &amp; Technical</b>
<b>Date of issue:</b>	April 2024

### Job context

The Procurement and Contract Management Service (PCMS) are responsible for ensuring that all procurement and contract management activities (commercial arrangements) provide the very best value for money for the council. We provide professional advice, guidance and insight regarding markets, suppliers, and contractual options to help support service delivery and improvement.

The council spends approximately £650m pa across a wide portfolio of services.

The prime purpose of this role is to provide the strategic lead for the development of the councils' contract management strategy and the delivery of the operational plan to embed the contract management principles.

The postholder will report into one of the Senior Commercial Managers and will be required to work with all Senior Commercial Managers in order to ensure the Category Sourcing Strategies take account of market drivers and commercial motivations to inform decisions and approaches.

The postholder will be a key part of the Procurement & Contract Management wider management team and be a leader within the service area.

The role will lead on the identification, development and implementation of appropriate commercial and performance management, contract process management (including risk management), supplier relationship management and governance, ensuring this is in place and applied over the life of the contracts.

The postholder will be responsible for the management and oversight for all contract management activity across the 3 Master Category areas (People, Place & Professional). This will include the identification and management of the required contract management actions and targets to contribute to the development of the category sourcing plans for the service, ensuring the contracting team are held accountable for delivery on time and within budget.

The post will work as part of a professional team to support the delivery of value for money across the council, operating within the framework of the council's procurement strategy, ensuring compliance with procedures and processes.

People	Place	Professional
Adult Social Care Children's Social Care Public Health Education Arts, Culture & Leisure	Property Facilities Management Highways Transport Housing Harbours	Technology Catering Finance Consultancy Regulatory Services

Others as required by the master category.	Utilities / Energy Others as required by the master category	Others as required by the master category
The role will be required to form cross-functional networks across the council, working within all the master category areas of spend. As a result, the postholder will work with key-stakeholders from all Directorates within the council. The postholder will recognise when to involve the right stakeholders and use their knowledge to make recommendations and decisions on risks and opportunities.		

The post-holder will undertake line management responsibilities and will be expected to work closely with the Senior Commercial Managers in managing and allocating resource to deliver the councils core workplan and traded contract projects in a timely and effective manner.

Our ambition is summed up in our procurement vision: Working collaboratively to deliver efficiencies, value for money and sustainable quality through a proactive commercial approach to procurement and commissioning for the communities of North Yorkshire. This role will promote, and effect change to ensure delivery of this vision.

The postholder will be a leader within a centre of expertise for contract management, ensuring at all times that there is proper compliance with the overall Category Sourcing Strategy, the Council's Procurement and Contract Management Strategy, Procurement and Contract Procedure Rules, Financial Regulations, and UK Legislation on procurement and contract management.

A key element of the role is the strategic management of a team of Contract Managers, Officers and Support staff.

The postholder will have a lead role in working with suppliers and key stakeholders within service areas.

The role will be the strategic lead for the future contract management strategy and activity across the council. The postholder will lead the contract management action plan delivery across all 3 Master Category areas and will need to use problem solving techniques and innovative thinking to propose solutions and challenge results.

The postholder will have a leading role in helping to procure, performance manage and review contracts currently worth up to £100m.

The post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Line Manager or Head of Procurement and Contract Management.

As other contracts come under the responsibility of the procurement service, the Senior Contract Manager will be required to be flexible in ensuring these requirements are suitably managed and delivered by themselves or from within the wider contracting team.

Responsible for the service providing Contract Management support in respect of specific contracts, and/or in respect of a particular Directorate requirement.

Working as a member of the procurement service, developing and utilising Best Practice arrangements for the development and ongoing maintenance of the strategic relationships between the Council and the Contractors and/or Sub-contractors as appropriate.

Working with the service to ensure that the strategic objectives of the Council are achieved, as far as possible, through the effective management of the contract management resources, ensuring value for money is achieved, realisation of benefits is maximised, robust commercials are in place and risks are managed and mitigated as appropriate.

Ensuring that best practice performance management tools are developed and applied over the life of the councils' contracts. Specifically ensuring these tools are used to help the council meet its obligations under the Procurement Regulations around contract management reporting.

Ensure performance information is provided and reviewed, external performance benchmarking, managing any performance credit or deduction payment mechanisms, working with the contractor and client to ensure there is service delivery planning, continuous improvement and benefit realisation and reporting.

Ensuring that best practice commercial process management is in place and applied over the life of the contract. This will include change management, risk management, dispute resolution, document management, contingency planning, exit planning, managing key contractual events (for example, periodic price reviews), that are suitable for (internal and external) audit purposes.

Within the above negotiating revised commercial arrangements as part of the day-to-day workload and as necessary for larger commissions, pulling together other specialist support (for example, finance, legal) as required to provide assistance in these negotiations.

Ensuring that best practice supplier relationship management is in place and applied over the life of the contract. This will include establishing the required relationship values and objectives, establishing working arrangements which support these, measuring the achievement of these values and objectives and putting plans in place to deal with gaps and to develop the required relationship outcomes. Alongside the above, implementing, overseeing and/or managing the communications protocols, with responsibility for corporate communications relating to the contract as appropriate.

Implement and review as required, appropriate Governance arrangements for the contract in line with the Council's constitution, ensuring that these are maintained over the life of the contract. In particular this will include ensuring appropriate delegated authority is in place, governance and control meetings take place to an agreed timetable, are properly documented and actions progressed.

Work with the Council's Directorates as appropriate, to define and agree the overall management and development of contracts to ensure that the Council presents a single, co-ordinated face to suppliers.

Work with the Council's Directorates to ensure that major change is properly planned, and necessary revisions are made within the Contract operating arrangements, documentation etc. This will be particularly important for change which is identified (for example, Transformation projects) which then need to be incorporated into the strategic management of the contract.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Senior Commercial Manager or Head of Procurement and Contract Management.

**Job purpose**

**The prime purpose of this role is to provide collaborative support to the strategic lead for the development of the councils' contract management strategy and the delivery of the operational plan to embed the contract management principles.**

**Operational Management:**

- The post holder will work collaboratively with the Senior Commercial Managers and Head of Procurement & Contract Management to contribute to the Procurement Service team plan and will have full autonomy within the agreed contract management objectives.
- To support, assist and lead as required, the Senior Commercial Managers and Head of Procurement & Contract Management in the development and implementation of future strategies and policies.

- Create a strong commercial awareness culture, leading by example, and use appropriate challenge to deliver value for money.
- Maintain and co-ordinate the Contract Register.
- Manage high risk contracts, including incorporating performance management arrangements, identifying and implementing risk mitigations and ensuring business continuity plans are up to date and appropriate.
- Maintain awareness of developments within supplier markets to assess the implications for Council Contracts.
- Attend some of the regular meetings with the suppliers to assist in the provision of information about the Council's requirements and to review performance and other relevant information.
- Manage and oversee a team of support staff, officers and managers.
- The postholder will be responsible for identification, development, management and delivery of the annual contract management action plan, including the identification of contract savings, for all 3 master category areas.
- Lead the implementation of innovative contract management approaches which correspond to the objectives of contract owners.
- Take a lead role in ensuring that the Procurement & Contract Management Service meets the requirements of Best Value, and any other external measures placed upon the Council.
- Ensure the team are suitably trained and supported to enable the delivery of the service objectives.
- Responsible for ensuing appropriate advice, guidance and training is available to the whole Council on Supplier contracts and to work collaboratively with directorate contract managers, contract owners, the service and legal services.
- Responsible for providing Contract Management support in respect of specific contracts, and/or in respect of a particular Directorate requirement.
- The post holder will undertake line management responsibilities within the team.
- To coordinate and balance the issues identified by day-to-day operational matters to successfully resolve major contract driven requirements
- Monitor and become involved in issues to resolve any escalations as required.
- To support the management team within the service, and lead where required, any day-to-day operational management issues.
- Ensure a mentoring programme is in place for team members going through the Government Commercial Function training.

**Resource management:**

- The post holder will ensure that all contracts are managed and organised through to effective delivery within the service resource.
- Ensure appropriate deployment of resource within the team, to deliver the programme of work.
- Line manage staff within the service to agreed objectives.
- Ensure that contracts comply with the procurement requirements of the Council and of the UK Procurement Legislation.
- Support senior colleagues in the delivery of their responsibilities for ensuring value for money in procurement of services and contract management.
- To drive savings and efficiencies through negotiation of commercial terms with key suppliers.
- Be responsible for the creation of an annual contract management savings plan.
- Ensure identified contract management savings are tracked, monitored and reported to the service area quarterly and Corporate Procurement Board.
- Provide accurate reporting to demonstrate the benefits of Contract Management as a function within the Procurement cycle.
- To advise on commercial aspects when disagreements arise with the contract owner and to ensure that commercial considerations are taken into account in the design and development of changes to contractual arrangements.

	<ul style="list-style-type: none"> <li>• Develop and take responsibility for implementing innovative contract management approaches which correspond to the councils' objectives and meet the needs of contract owners.</li> <li>• Lead on ensuring that the Procurement Service meets the requirements of Best Value, and any other external measures placed upon the Council specifically related to contract management.</li> </ul>
<b>Partnerships:</b>	<ul style="list-style-type: none"> <li>• Work with the Council's Senior Commercial Managers to achieve required outcomes.</li> <li>• Work with the Council's Contract Managers to achieve required outcomes.</li> <li>• Work with Heads of Service in the identification of saving opportunities and/or efficiencies related to transformational actions within their Service Plans.</li> <li>• Work with the Council's supply chain to achieve required outcomes.</li> <li>• Work with colleagues across Directorates to ensure the delivery of effective contract management, including in particular legal and finance.</li> <li>• Work with contract owners to ensure delivery of key supplier responsibilities.</li> <li>• Ensure best practice from across the region is used to develop and improve the contract management approach within the council.</li> <li>• Actively engage and represent the council at a regional level and national, where required.</li> <li>• Liaise with the Local Government Association around contract management and the Supplier Relationship Management programme.</li> <li>• Responsible for setting the direction of the Contract Management Assurance Board.</li> </ul>
<b>Strategic Management</b>	<ul style="list-style-type: none"> <li>• Lead, develop and manage an effective and efficient Contract Management strategy and policies.</li> <li>• Contribute to the development and review of the approach to category management.</li> <li>• Contribute to the Service Plan.</li> <li>• Contribute to the Service Strategy and ensure officers are held accountable for delivery of the strategy action areas.</li> <li>• The post will provide support demonstrating effective leadership, sound participation, teamwork, communication, and staff motivation.</li> <li>• Influence a wide range of internal and external stakeholders up to Assistant Director level, including acting as a business partner to customers, working as a critical friend to help them solve problems and realise opportunities while ensuring compliance with procurement policy and regulations.</li> <li>• Act as an ambassador for the Procurement &amp; Contract Management Service, acting ethically and professionally while performing the job.</li> </ul>
<b>Communications:</b>	<ul style="list-style-type: none"> <li>• Develop and maintain strategic relationships with             <ul style="list-style-type: none"> <li>○ Senior Officers and other stakeholders within the Council.</li> <li>○ Elected members of the Council</li> <li>○ Government Departments, Public bodies, Purchasing institutions, Customers</li> <li>○ Suppliers and trade bodies.</li> </ul> </li> <li>• Communicate with customers and colleagues to promote the detail of the contract, benefits, developments, opportunities etc.</li> <li>• Ensuring the most appropriate form of communication is used in order to achieve timely responses and not over relying on email, both individually and by managed staff.</li> <li>• Ensure the required customer service standards are understood and exceeded where possible, both individually and within managed staff.</li> <li>• Deal professionally with all enquiries via e-mail, telephone or in person.</li> <li>• Undertake personal interaction with the public, members &amp; officers in a positive way which creates a good impression of the Service and the Council.</li> <li>• Communicate with customers around the performance of the service and act on any feedback received, demonstrating any action taken as a result.</li> </ul>

- Build strong working relationships with principal stakeholders such as Assistant Directors, Heads of Service and managed staff, demonstrating awareness and sensitivity to the needs of key stakeholders and the team.
- Manage conflict situations with stakeholders and/ or within the team effectively and pro-actively seek to be creative in developing solutions in order to deliver win-win.
- The post will lead on the identification and development, of contract management training.
- The post will have oversight of the e-procurement and supplier management systems. This includes ensuring support is in place for the team on the use of the e-procurement system and supplier management systems.
- Monitor and become involved in issues to resolve any escalations as required.
- Effectively engage Directorate Management Teams and Management Board on the strategic direction of contract management for the council and the specific service areas.
- Coaching the team on managing difficult conversations and leading by example.

**Systems and information:**

- Use systems and information as appropriate to quality assure the work of suppliers and to demonstrate effective oversight of critical decisions and practice.
- Use procurement-specific systems (for example, e-tendering) and processes (for example, UK Procurement Regulations) in the procurement of the suppliers.
- Develop and maintain the Contract Register ensuring transparency requirements are met.

**Person Specification:**

**Essential**

**Knowledge and Experience**

- Demonstrable evidence of achievement at a senior level in a large complex organisation.
- Demonstrable evidence of leading contracting teams to deliver challenging outcomes, including high risk contracts.
- In depth knowledge and understanding of procurement legislation, including Public Contract Regulations 2015.
- Good understanding of public sector purchasing organisations and the current social, economic, legislative and political environment in which they operate.
- Expertise in managing a range of contracts that are typical to a Local Authority.
- Good understanding and practical application of procurement project management processes
- In depth knowledge and understanding of procurement systems (e-tendering).
- In depth knowledge and understanding of various current forms of contract, contract documentation, systems and processes for multiple procurement categories in a large complex organisation.
- Demonstrable knowledge of risk management within a medium to large complex organisation.
- Knowledge of the People, Place and Professional related markets and supply chains, and how they operate.

**Desirable**

- Knowledge of NYC's contract procedure rules.
- Knowledge of NYC's line manager's responsibility.
- Significant experience of the local government context.
- Significant experience of Supply chain management.

- Experience of Procurement and Contract Management including commercial negotiation of significant value and/or complexity of risk.
- Evidence of leading and promoting contract management best practice and policies.
- The development and implementation of plans relating to the achievement of targets and objectives in order to drive improvements across a service.
- Evidence of high-level performance in either Procurement or Supply Chain Management.
- Evidence of undertaking complex contract disputes and resolutions.
- Programming of contracting activity.
- Use of HR systems.
- Experienced in the co-ordination, collation, analysis and reporting of complex information from numerous sources to diverse audiences.
- Experience of programme management across multiple category areas.

#### **Occupational Skills**

- Excellent commercial acumen. Substantial skills related to procurement and contract management demonstrating abilities in procurement / contract practice and procedure and knowledge of legal principles.
- A detailed awareness and understanding of the whole life cycle of procurement including market analysis, procurement strategy, tendering, contract management and relationship management.
- Analytical skills covering written, graphic, numeric and statistical information and involving risk assessment.
- Strong interpersonal and relationship building skills.
- Strong people management skills and leadership qualities.
- Team working skills including the ability to develop and motivate others. Proactive, self-motivated and works from own initiative.
- Development, monitoring and application of procedures to ensure consistent quality of service.
- Developing strategic and tactical approaches and delivering on key policies in relation to contract management, involving work with officers in other Directorates and partners across the wider public sector at all levels.
- Prioritisation of practices and processes to meet objectives and targets, especially in relation to planning, programming and organising workload, meeting targets and deadline.
- Demonstrable achievement and understanding of equality and diversity in employment and service delivery within a comparable organisation.
- Effective problem solving skills.
- Decision making skills.
- Emotional intelligence and resilience
- Oral communication - face to face where appropriate, ability to communicate with varied audiences, including chairing multi- stakeholder meetings.
- Ability to demonstrate sensitivity to different needs of key Council stakeholders including within the Service.

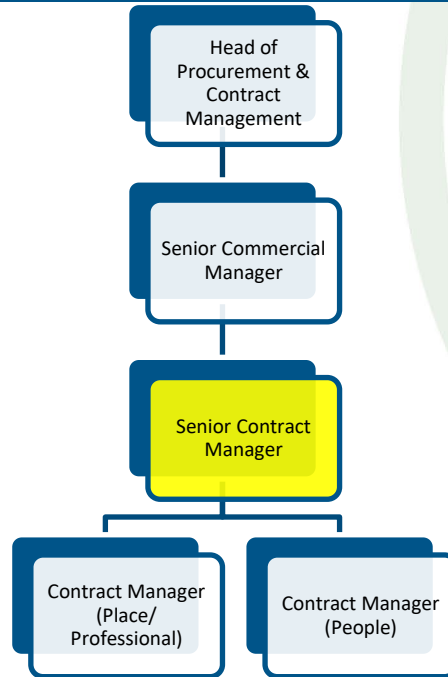
<ul style="list-style-type: none"> <li>• Flexible approach with the ability to respond effectively to changing circumstances, without losing focus or direction.</li> <li>• Ability to adapt to changing situations and respond professionally, proportionally and positively, working with others to find solutions.</li> <li>• Ability to work under pressure and meet tight deadlines.</li> <li>• ICT skills - Microsoft Office, Excel, PowerPoint, Word and Teams (or equivalent software).</li> </ul>	
<p><b>Behaviours</b> <a href="#">link</a></p>	
<p><b>Professional Qualifications</b></p> <ul style="list-style-type: none"> <li>• Relevant degree, or a professional qualification related to procurement (CIPS), or equivalent knowledge or experience.</li> <li>• Be prepared to complete the Government Commercial Function Practitioner and Expert accreditation.</li> </ul>	<ul style="list-style-type: none"> <li>• Procurement qualification (CIPS) Government Commercial – Expert Accredited Contract Manager or significant knowledge and experience.</li> </ul>
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• To work from the office base as required by the Service</li> <li>• Ability to travel across the County</li> <li>• Ability to attend meetings outside of normal business hours</li> <li>• Able to work under pressure and meet tight deadlines</li> </ul>	

**Career progression:**

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, for example, apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.



## Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.