JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Contract Manager
- Post Number: To be confirmed
- Grade and SCP: Band 12 (SCP 34 - 38) + £5000 Market Supplement
- Directorate: Commissioning

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the **Procurement and Contract Management Team** within **Commissioning Development and Procurement**, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Overview of your role

To support the management of strategic contracts on behalf of the Council ensuring effective governance, best practice and high standards of service are delivered by our supply partners.

To ensure the Council has proactive supplier relationships to drive the commercial outcomes of contractual arrangements.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Contract Management Lead who is in turn responsible for your health and safety, training and development

- Responsible and accountable for 2 FTE members of staff, acting in a supervisory/managerial capacity, monitoring performance, supporting development and undertaking annual appraisals

- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved

- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions

- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Personal Development Plan (PDP). Courses are accessed via the council Learning Management System via the Intranet

What will you be doing?

Horizon Scanning

- Contribute to service strategies and policies in relation to allocated contract/category area supported by the continued development of a council wide contract management framework and toolkit

- To contribute to the continuous review of technologies and electronic systems to ensure working practices are updated to support leading technologies and complement council plans

Leading People

- Supervise the day-to-day activity and workload of the Contract Specialist and Contract Management Apprentice including mentoring, coaching and training as required to aid succession planning and team development

- Ensure service providers and contractors fully understand the council's requirements and stakeholders' needs so they can produce viable and innovative solutions that deliver commercial return and continuous improvement

Managing Resources

- Own and maintain the Contracts Register to ensure accuracy whilst working closely with the procurement team to ensure alignment with the Workplan

- Undertake and assist in a wider range of contract management activities including the implementation of policies and procedures, programmes of work, contract health checks to identify improvements in performance and minimise risks

Managing Performance

- Contribute to the delivery of Council priorities including the sustainable procurement policy including social value, and monitor performance against key contract targets together with developing and introducing innovation

- Proactively liaise with clients and partners on all contractual matters and negotiate between stakeholders and partners to resolve complex issues and disputes

- Responsible for ensuring that supplier and/or contractor payment schedules are managed in line with contractual terms and that the performance mechanisms including the application of financial penalty clauses are applied

- Ensure compliance with the Council's contract rules, financial regulations and UK legislation on procurement and contribute to Council's Corporate Procurement Strategy. Drive progression of the associated Workplan with specific attention to providing appropriate member and officer training to drive a commercial skill set across the organisation

Managing Self

- Support the performance management of service providers in respect of value for money and contract compliance, monitoring performance against key performance indicators and service level agreements in line with the Contract Management Framework

- Develop stakeholder relationships with senior and client officers of the Council including legal and finance, and external partners and stakeholders to ensure effective joint working and excellent stakeholder relationships

- Responsibility for reviewing service providers' proposals including service delivery plan, programmes of work, lifecycle plans, annual planned maintenance schedules, business continuity plans and making appropriate recommendations

- Responsible for complex data analysis and interpretation and producing reports/presenting information on contract matters to internal and external stakeholders

- Support and contribute to procurement activities and the early engagement within the development of procurement strategies to embed performance and contract management disciplines to ensure a contract which delivers best value and driving continuous improvement initiatives

- Deputise for the Contract Management Lead at internal and external forums as required

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

The post is hybrid; primarily remote, with travel as required to Guildhall Shrewsbury (which will be your mileage base).

The postholder will be required to work flexibly across Council locations within the County, services or work settings where reasonably required to meet organisational needs. This may include temporary cover to provide service continuity arising from absence, vacancies, service pressures, a pandemic, epidemic, major incident and/or emergency (not an exhaustive list). Any alternative duties will be appropriate to the employee's skills, competencies and experience.

Your post is subject to the following:

- The post is Permanent, for 37 hours per week,
- Normal office hours are ***9am – 5.00pm*** Monday - Friday
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to ***three*** months' notice in writing on either side.

The appointment is subject to ***six*** months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,