

**City of Wolverhampton Council**

**Job Description**

<b>Job title:</b>	Contracts Manager
<b>Directorate:</b>	Finance
<b>Service:</b>	Commercial Services
<b>Location:</b>	Any suitable location within the City of Wolverhampton
<b>Workstyle:</b>	Flexible
<b>Responsible to:</b>	Commercial Contracts Business Partner (CCBP)
<b>Grade:</b>	Grade 7

**Job Purpose and Role:**

To be the Council's representative for high value and strategic contracts. To commercially and compliantly manage them to ensure that the Council's interests are protected, risk mitigated and the efficient and effective delivery of benefits from spend with third parties.

To support the Commercial Contracts Business Partner with the implementation of the Contract Lifecycle Management Policy to drive compliance, continuous improvement, efficiency and compliance with the Procurement Act 2023.

To support and mentor officers with their development in line with policies and procedures.

**Management of strategic contracts**

1. Be accountable for the effective management and monitoring of allocated strategic contracts, holding regular performance review meetings with suppliers, either at their premises or other premises, highlighting, and dealing with any performance issues as and where appropriate, and making deductions as applicable.
2. Act as the Councils Representative for allocated strategic contracts, where appropriate and in formal liaison with the supplier (s) escalating any issues as appropriate.

3. Work with key client areas to ensure a common understanding of how the contract is to be applied.
4. Management of the defined processes set out in the contracts to deliver best value. Understanding and managing the “balance of risk” between the stakeholders to ensure that the supplier fulfils all duties and takes all ownership required.
5. Manage and monitor supplier improvement plans when necessary, which may include attending site.
6. Identify, assess, record, update and mitigate Council retained risks during the life of a contract.
7. Liaise with Strategic Finance and or senior management in recommending payment approvals to the supplier and any payment deductions in accordance with the Project Agreements and/or the Governing Body Agreements subject to delegated authority levels.
8. Provide budget planning and monitoring information, estimates of costs and other resources required.
9. Lead the management of contract benchmarking and market testing during the life of all contracts and to develop processes and systems to ensure continued value for money. Including working with internal and external stakeholders.
10. Negotiate with suppliers where improved or continued service delivery is critical to ensure the delivery of the Council’s objectives or where dispute resolution procedures may need to be invoked.
11. Work with the legal team and internal stakeholders to determine the Council’s response to disputes and lead the resolution.
12. Produce and initiate procedures to ensure that suppliers comply with statutory duties on all aspects.
13. Assess and authorise contractual variations and negotiate with suppliers to successfully implement contract changes.
14. Ensure successful contract exit, extension, renewal or transition to a new supplier.

### **Compliance and Reporting**

15. Work in line with the Procurement Act 2023, internal policies and procedures.
16. Ensure that consistent and accurate reports are provided on the performance and budget position of allocated contracts.

17. Provide periodic reporting on contract performance against an agreed performance framework. Where necessary highlight potential risks, issues and trends to appropriate stakeholders, such as, legal and finance teams.
18. Draft and present reports that deal with complex contract issues.

### **Contract Lifecycle Management**

19. To support the Commercial Contracts Business Partner with the implementation of the Contract Lifecycle Management Policy and procedures to drive compliance, continuous improvement and efficiency.
20. To work collaboratively with service areas across the Council to provide contract lifecycle management advice, review and identify potential efficiencies (including savings) to deliver consistency in contract management working practices and improve value for money.
21. Provide support, mentoring and guidance to officers to enable them to effectively manage contracts.

### **Supporting Officers**

22. Provide support, mentoring and guidance to officers to enable them to achieve their full potential and deliver high quality services in line with their role and identified objectives.
23. Encourage development by motivating and acknowledgement of key achievements, deputising/shadowing when appropriate.

### **Procurement**

24. Carry out role in line with the Procurement Act 2023.
25. Provide input into the commissioning processes to inform future procurement processes.
26. Provide feedback on existing provider performance
27. Advise on recommended changes to existing approaches to risk allocation and contract terms and conditions.

### **General**

28. Be the subject matter expert in an identified area of interest, develop expert knowledge and provide guidance to the Commercial Services team and wider organisation.
29. Attend meetings with elected members, and other internal and external meetings as appropriate.

- 30. Travel to premises as appropriate, this can be but not limited to undertake contract audits and to attend meetings.
- 31. Deputise at internal and external meetings as required.
- 32. To act in accordance with the Council's Constitution and other Codes of Conduct.
- 33. To participate in staff development, appraisal, and training as appropriate, including continuous professional development.
- 34. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
- 35. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
- 36. To participate in the wider development of the service and contribute to service improvement as required.
- 37. Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council's key strategies as appropriate and training provided.
- 38. Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council's objectives as appropriate and training provided.
- 39. City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date.....  
Signature of post holder .....

## City of Wolverhampton Council

### Personnel Specification

**Job title: Contracts Manager**

Factors	Essential	Desirable	How identified
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to degree level or significant experience in contract lifecycle management (CLM).</li> </ul>	<ul style="list-style-type: none"> <li>Member of a relevant professional body e.g. CIPS (Chartered Institute of Procurement and Supply), or other appropriate contract management/management/business qualification</li> <li>Post-graduate diploma or equivalent in management</li> <li>Evidence of relevant continuing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Production of original certificates</li> <li>Interview</li> </ul>

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive experience in CLM or commercial management role in the public sector or commercial sector.</li> <li>• Experience of successfully managing contracts and change.</li> <li>• Experience of interrogating contract and performance management information, analyzing and interpreting results and applying the findings to appropriate strategies.</li> <li>• Experience in developing and implementing CLM plans, procedures, and templates to drive contract improvement, performance, and compliance.</li> <li>• Experience of promoting, advising and delivering best practice in CLM and the commercial aspects of contracts to drive efficiencies and better value.</li> <li>• Experience in supplier relationship management (SRM)</li> <li>• Experience of working with a wide range of stakeholders.</li> <li>• Experience of providing advice and guidance on contract related issues.</li> <li>• Experience of resolving disputes.</li> <li>• Ability to use and present information effectively, targeting the desired audiences.</li> <li>• Experience in the use of ICT to manage contracts.</li> </ul>		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> </ul>
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Factors	Essential	Desirable	How identified
	<ul style="list-style-type: none"> <li>• Experience of commercial modelling including forecasting and risk management</li> <li>• Experience of team working including the ability to develop and motivate others and being a good role model.</li> <li>• Experience of supporting service improvement and transformation.</li> </ul>		
<b>Special Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge of contract lifecycle management best practices.</li> <li>• Proven analytical skills</li> <li>• Expert knowledge of supplier relationship and performance management techniques.</li> <li>• Proven high standards of verbal and written communications.</li> <li>• Proven high standard of presentation skills.</li> <li>• Ability to manage a diverse workload.</li> <li>• Ability to influence.</li> <li>• Computer literate</li> <li>• Ability to meet challenging deadlines and balance competing priorities successfully.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the political nature of local government.</li> <li>• Strategic thinker with the ability to view events, issues, or proposals from different perspectives to find creative solutions.</li> <li>• Experience of presenting to all levels of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> </ul>
<b>Interests and Motivation Relevant to job</b>	<ul style="list-style-type: none"> <li>• Self-motivated</li> <li>• Develop effective working relationships with all levels of management.</li> </ul>		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> </ul>

Factors	Essential	Desirable	How identified
<b>Commitment</b>	<ul style="list-style-type: none"> <li>• To comply with relevant legislation, policies and procedures.</li> <li>• To achieve work targets within specified timescales.</li> <li>• To contribute towards continuous improvement in service delivery and securing value for money.</li> <li>• To travel to sites.</li> <li>• To a one council, one team approach.</li> <li>• To maintain professional and ethical standards.</li> <li>• To contribute towards maintenance and improvement of the image and reputation of the Service.</li> <li>• To equality, diversity and inclusion.</li> </ul>		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> </ul>