

City of Wolverhampton Council

Job Description

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

Job Purpose and Role:

To support the Commercial Contracts Business Partner and the Commercial team with the implementation of and monitoring compliance to the Contract Lifecycle Management (CLM) strategy, policy, processes, and procedures, and contributing to the CLM training program as required. This will also include supporting with the CLM system, to drive performance, compliance, continuous improvement, efficiency initiatives, and facilitating reporting of key data.

To be the Council's representative for high value and strategic contracts. To commercially 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 and mentor officers with their development in line with policies and procedures.

Contract Lifecycle Management

1. To support the Head of Commercial and the CCBP, in the delivery of the CLM program, including identifying commercial opportunities, embedding best practice, understanding best practice service delivery, alternative delivery models and contributing to the councils' financial strategies.
2. To support the CCBP in maintaining, developing, and implementing the Council's CLM strategy, policy, and procedures across the organisation, to ensure that they are understood and adopted effectively, in order to contribute best practice.

3. To support the CCBP in the implementation, and ongoing delivery and compliance to the utilisation of the CLM system.
4. To work collaboratively with service areas across the Council to provide expert commercial contract and CLM advice, review and identify potential efficiencies (including savings) to deliver consistency in contract management working practices and improve value for money.
5. Provide support, mentoring and guidance to officers to enable them to effectively manage contracts.
6. To support the development of contract monitoring across the Council and contribute to CLM reporting to demonstrate consistency, good governance, and best value.
7. To support the delivery of the CLM training program across the Council and updating the skills matrix with officer progression to support cyclical reporting to stakeholders.
8. To support the Contract Oversight Assurance Panel, by contributing to and providing reports from the CLM system that inform on CLM activity, spend and performance.
9. To provide regular progress and performance updates to the CCBP and Head of Commercial on CLM and strategic contracts applying continuous improvement principles.
10. Advise on recommended changes to existing approaches to risk allocation and contract terms and conditions.
11. Work collaboratively with stakeholders to identify and optimise efficiencies, added value and value for money.
12. Support in the utilisation of the CLM system to monitor and analyse data, and produce statistical information to highlight potential risks, issues, trends, and opportunities.

Management of strategic contracts

13. Act as the Council's Representative for allocated strategic contracts, where appropriate and in formal liaison with the Supplier / Provider(s) escalating any issues as appropriate.
14. Be accountable for the effective management and monitoring of allocated strategic contracts, holding regular performance review meetings with suppliers / providers, highlighting, and dealing with any performance issues as and where appropriate, and making deductions as applicable.
15. Work with key client areas to ensure a common understanding of how the contract is to be applied.

16. 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.
17. Manage and monitor supplier improvement plans when necessary.
18. Identify, assess, record, update and mitigate Council retained risks during the life of a contract.
19. Liaise with Strategic Finance and or senior management in recommending payment approvals to the contractor and any payment deductions in accordance with the Project Agreements and/or the Governing Body Agreements subject to delegated authority levels.
20. Provide budget planning and monitoring information, estimates of costs and other resources required.
21. 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 Strategic Finance, Commercial Business Partners and other internal and external stakeholders.
22. Negotiate with providers 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.
23. Work with the legal team to determine the Council’s response to disputes and lead the resolution.
24. Produce and initiate procedures to ensure that providers comply with statutory duties on all aspects.
25. Assess and authorise contractual variations and negotiate with providers to successfully implement contract changes.
26. Ensure successful contract close-out, extension, renewal or transition to a new provider and final accounts.

Compliance and Reporting

27. Ensure that consistent and accurate reports are provided on the performance and budget position of allocated contracts.
28. Provide periodic reporting on contract performance against an agreed performance framework. Where necessary highlight potential risks, issues and trends to the appropriate service, legal and finance teams.
29. Draft and present reports that deal with complex contract issues.

Supporting Officers

30. 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.
31. Encourage development by motivating and acknowledgement of key achievements, deputising/shadowing when appropriate.

General

32. 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.
33. Attend meetings with elected members, and other internal and external meetings as appropriate.
34. Deputise at internal and external meetings as required.
35. To act in accordance with the Council's Constitution and other Codes of Conduct.
36. To participate in staff development, appraisal, and training as appropriate, including continuous professional development.
37. 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.
38. 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.
39. To participate in the wider development of the service and contribute to service improvement as required.
40. 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.
41. 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.
42. 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: Commercial Contracts Manager

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

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

Factors	Essential	Desirable	How identified
	<ul style="list-style-type: none">• To contribute towards continuous improvement in service delivery and securing value for money.• To a one council, one team approach• To maintain professional and ethical standards• To contribute towards maintenance and improvement of the image and reputation of the Service Group• To equality, diversity and inclusion		