

LONDON BOROUGH OF MERTON

COMMERCIAL SERVICES

JOB DESCRIPTION

POST TITLE:	CONTRACT MANAGEMENT LEAD	
Politically Restricted:	No	
Number of posts:	1	
Grade:	MGA	
Department:	Innovation and Change / Finance and Digital	
Division:	Infrastructure and Technology	
Service	Commercial Services	
Location:	Various offices according to the needs of the service	
Responsible to:	Head of Commercial Services	
Responsible for:	Apprentices	
Post number:	TBC [Permanent]	Date : Dec 2022

ROLE CONTEXT

Procurement at Merton is evolving and to achieve challenging targets, LBM requires skilled, commercially motivated professionals to help achieve significant savings. The role will be pivotal in driving forward and challenging the Council's approach to Category Management and its Make or Buy agenda. The role will also be integral in assisting the Council deliver its strategic priorities and its Medium-Term Financial Strategy (MTFS), in line with the changes being brought about by the new Public Procurement regime.

An ability to work across the organisation to achieve a consistent standard of best practice contract management is integral to the success of this role. Robust and constructive relationship management skills will be vital, as well as an exceptional level of technical knowledge in order to instigate and facilitate change in relation to the Council's c£130m influenceable spend.

The Contract Management Lead will bring commercial and procurement expertise and acumen to senior level business decision-making. It is essential that the post holder fosters strong and effective working relationship with the directorates, including the Corporate Management Team (CMT) and Members. The post holder will influence, advise, and constructively challenge the status quo to achieve best possible outcomes for our residents through the Council's considerable external spend.

MAIN PURPOSE OF ROLE

- To provide professional contract management resource to support and advise internal and external partners (including Members) such that all LBM contracts deliver:
 - Council objectives by demonstrating value for money
 - Synergies with the Council's MTFS
 - The effective use of resources
 - Expenditure that is managed strategically to achieve social and community benefits
 - Continuous improvement in service delivery
 - efficiency and cash savings through the implementation of category management
- To develop and implement a well understood contract management strategy, incorporating the development of contract management plans.
- Build on and roll out the existing contract management toolkit, ensuring guidance clarifies what good contract management looks like and ensuring that it is disseminated, understood, and adopted by those managing contracts across the Council. The guidance needs to be applicable to a variety of contract types and values.
- To ensure the Council's contracts register is maintained, shared as appropriate, and used to prompt consideration of future options and models as contracts near expiry.
- Ensure the Council reaches a point of maturity with its contract management practices by supporting contract managers across the organisation to manage their contracts well, with appropriate consistency within and between contracts.
- Work with the Head of Commercial Services to scope, procure and implement a sustainable, user-friendly contract management system to manage the council's c£130m influenceable spend.
- To link directly with senior-management clients, including Members, to act as the primary point of contact to ensure the delivery of the Council's strategic priorities and MTFS.
- To lead in the reshaping of the procurement service and the implementation of the centre-led procurement model to meet the needs of a broad range of internal service units.
- To directly lead in driving savings, innovation and social and economic improvements through contract management policies and strategies.
- To provide strong leadership within the Commercial Services team and to deputise for the Head of Commercial Services as needed.

MAIN ACTIVITIES AND RESPONSIBILITIES

- To work closely and pro-actively with senior service leads from across the Council to provide a professional, 'value adding', procurement service.

- To lead on the development of policies and guidance that relate to contract management activity, taking account of legislation, national policy, and best practice.
- To Establish and chair a contract management forum at which best practice is shared and future procurement discussed. This is to dovetail with the work undertaken at each Departmental Procurement Group.
- To support the Head of Commercial Services to ensure the Council's Contract Standing Orders (CSOs), which forms part of the Council's constitution -and associated guidance - is kept up to date and reflects the latest legislative, national policy and best practice requirements in relation to contact management.
- To provide resources, expert advice, and guidance on contract management to other team members (Category Managers and Procurement Officers) and wider council stakeholders (Commissioners and Contract Managers).
- To support the Head of Commercial Services in providing expert advice and guidance to senior council stakeholders (Chief Officers and Members).
- To undertake research activities to support stakeholders in the organisation to make well informed decisions.
- To support Category Managers and Procurement Officers to embed the organisation's policy objectives in contracts, for example through the delivery of social value objectives, environmental targets, or opportunities for local businesses.
- To support Category Managers to identify opportunities to improve outcomes for service areas and the organisation through contract management activity.
- To support the Head of Commercial Services and other team members in meeting the organisation's requirements for the Local Government Transparency Code and the Public Contracts Regulations, including publication of relevant contract information and other data sets.
- To keep up to date with the latest legislative changes, policies, and best practice and to actively embed improvements arising in day-to-day work.
- The post holder will act with autonomy within the role to ensure high quality procurement documentation are produced and that all stages of the procurement (and governance) process is robustly and transparently managed.
- To proactively maintain an awareness of procurement and other relevant legislation, regulation - as well as best practice. Advise on how this affects the Council's commercial activity, and ensure new statutory provisions are appropriately and consistently reflected in contracts.
- Identify and understand relevant legal and commercial terms, concepts, policies, and processes (including project approvals and assurance procedures) to deliver agreed outcomes.

- Manage and facilitate targeted reviews with corporate and cross-functional teams to improve contract management policies and strategies.
- To develop positive relationships with managers across the authority and work with them on measures for continuous improvement and joined up services.
- To participate in intra- and inter-departmental working parties and to ensure that such groups receive appropriate contributions from the division.
- To provide proactive, reputable advice and support to DMTs, CMT and Members to enable their effective engagement with the council's commercial, procurement, and transformation programmes.
- To oversee the development of and facilitate appropriate training, briefings and workshops for staff, managers, and members, to enable them to develop relevant skills, and understanding of commercial and procurement issues and their role in the management of these issues.
- To develop positive relationships with partner organisations and other external bodies and work with them on continuous improvement and joined up services.
- To represent the Head of Service, Assistant Director, or Executive Director at external meetings.
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- 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 Head of Commercial Services, Assistant Director and/or Executive Director.

EXAMPLE OUTCOMES AND/OR OBJECTIVES THAT THIS ROLE WILL DELIVER:

- Commercial, procurement and contract management factors are key considerations in departmental decision making
- Development and implementation of more efficient and effective contract management processes across the Council
- Motivated and high performing Commercial service
- Well managed contracts, delivering savings and social and economic improvements, achieving the outcomes stated in the Council's strategic priorities, financial strategy, and the Council's business plan.
- Generating local economic development and promoting opportunities for SMEs/voluntary sector.

- High levels of satisfaction and confidence from Members, directorate management teams, internal customers, and suppliers about Commercial Services.
- Expert commercial advice and guidance is provided to members and senior officers
- Increased 'professionalism' of contract management activity within the Commercial Services team and across the Council, developing colleagues' knowledge, skills, empowerment, and experience in all general and technical contract management matters.

LONDON BOROUGH OF MERTON

COMMERCIAL SERVICES

PERSON SPECIFICATION

POST TITLE: PROCUREMENT POLICY & GOVERNANCE LEAD

Grade: MGA

Date: December 2022

QUALIFICATIONS AND EXPERIENCE

Professional and Post Specific Requirements

- Degree in relevant subject (or equivalent)
- Demonstrable experience of managing large contracts
- Demonstrable experience of operating strategically, including strategy development and implementation and ability to progress innovative and creative ideas.
- Experience of interpreting legislative and national policy requirements and translating these into local policy requirements and effective working practices.
- Substantial experience of successfully working with senior managers and stakeholders to develop and deliver organisational-wide transformation to achieve overall goals.
- Excellent interpersonal, verbal, and written communication skills including formal report writing.
- Demonstrable experience of advising, writing, and presenting strategic reports on complex issues to senior managers, including writing and presenting business cases for change.
- Demonstrable experience of successfully leading and managing change in a complex organisation and identifying and overcoming internal and external barriers to effective commercial and procurement services.
- Proven experience of designing and delivering training and/or facilitating group sessions and workshops.

SKILLS AND KNOWLEDGE

- An understanding of the functions of Government (preferably Local Government) and the strategic direction overall, including the key factors that drive change and achieve organisational improvement
- Expert knowledge and understanding of the key policy issues influencing modern public procurement, e.g. Social Value, Living Wage, Climate Change, Modern Slavery, Levelling Up
- Ability to think commercially in relation to income generation and expenditure contracts, with the ability to make assessments of alternative business proposals (in a public sector context), and to think creatively about options
- Change management expertise, able to use recognised tools and techniques alongside experience to successfully deliver change in a complex environment with competing priorities
- Ability to champion the Councils improvement and change agenda with officers, Members, and partners
- Ability to think strategically and to develop practical and creative solutions to corporate and strategic issues
- Ability to lead and motivate
- Very good ICT skills, including technical competence and familiarity with a wide range of productivity applications including Word and PowerPoint (or equivalents) Service delivery and continuous improvement capability
- Ability to manage projects
- Change management capability
- Good communicator
- Proactive self-starter motivated by business process change and innovation
- Knowledge and understanding of the internal and external barriers to effective commercial, procurement and contract management services
- Ability to lead, motivate and challenge cross-departmental project teams, influence and bring about change in complex organisations often dealing with controversial and sensitive issues
- Up-to-date knowledge of the latest developments, trends, thinking and best practice in procurement and contract management, e.g. procurement technology, new legislation.

MANAGERIAL AND PERSONAL REQUIREMENTS

- Strategic thinking and planning, able to develop clear strategies at organisation-level to achieve outcomes over a medium-to long-term timeframe, typically up to 5 years
- High level of analytical skill with ability to reach sound judgments after careful and systematic evaluation of relevant facts.
- Excellent emotional intelligence with excellent communication skills, both orally and written.
- Ability to build rapport and demonstrate credibility and resilience. Strong and effective interpersonal skills including persuasive and assertiveness skills to ensure the advice given is acted upon.
- Outstanding planning and time management skills, able to autonomously manage own time and tasks
- Demonstrable understanding of the role of support services
- Excellent understanding of the principles of value for money
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team.
- Understanding of the council's vision and mission statement and how they relate to the work of the team.

PERSONAL STYLE AND BEHAVIOUR

Please refer to LB Merton's Behaviours Framework



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framework_2_0.pdf

COMMERCIAL SERVICES STRUCTURE:

