



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE: Contracts Manager

Grade: ME15

DIVISION/SECTION: Human Resources with a dotted line into Commercial Services

Responsible to: Head of Organisational Development with a dotted line into Head of Commercial Services

Responsible for: Contracts Officer

Post number:

Date:

1. MAIN PURPOSE

- 1.1 The post holder will be the contract manager for all dedicated HR contracts and others, ensuring that appropriate performance management, commercial process management, supplier relationship management and governance are applied over the life of those contracts, and to deliver maximum value for money for the Council.
- 1.2 To be the professional lead for the council's temporary agency workers contracts, and to provide specialist technical advice on contract management with other commissioning leads.
- 1.3 To provide advice and support for the council around the strategic management of our external spend on temporary workers and consultants.
- 1.4 Linked into the Commercial Services department, to contribute to the Council's category management strategy.

2. MAIN DUTIES AND RESPONSIBILITIES

- To lead on the procurement, delivery and management of a range of dedicated contracts.
- Provide technical advice and expertise on procurement and contract management issues to staff and senior managers in the council
- To use project management techniques to manage the delivery of major re-procurement exercises, such as the temporary workers contract ensuring smooth transition (including as appropriate new IT systems, training, facilities, policies and procedures, communications, consultation, user acceptance and stakeholder engagement).

- To manage the Contracts Officer ensuring that recruitment, training, development, appraisal, performance, workload allocation, quality assurance, risk and other management activities are carried out in accordance with policy.
- To work closely with commissioning managers within Departments – supporting them to develop their commissioning priorities into manageable contracts.
- To lead on performance management of all allocated contracts – developing clear processes for management, ensuring the appropriate mechanisms are in place to ensure that the contracts are delivering for the council and taking steps to ensure that any issues with performance are rectified.
- Lead on best practice commercial process management, ensuring it is applied over the life of contracts, including but not limited to: change management, risk management, dispute resolution, contingency planning, exit planning and audit.
- To lead on any renegotiation needed, ensuring that relevant support and advice from around the council is sought and collectively brought to bear on the problem.
- Lead on the appropriate governance arrangements for contracts in line with the Councils' Constitution and Contract Standing Orders
- To lead on the client engagement with the organisation around HR contracts – including liaising with colleagues at all levels of the organisation and providing reports for DMTs, corporate boards, CMT and General Purposes Committee as required.
- To manage the production of high quality performance indicators and other management information to help the organisation manage its contracts
- Lead on contract compliance by educating and supporting hiring managers to utilise contracts appropriately, taking corrective action where necessary.
- Be proactive in identifying changing service requirements, and engage with suppliers and with internal and external stakeholders to ensure continued user acceptance of contracts.
- Promote the benefits, developments and opportunities of contracts to appropriate internal and external audiences, securing additional participants to Framework Contracts let by the Council
- Provide a professional link to the Head of Commercial Services
- To keep abreast of legislative, policy and statutory changes that impact the delivery of the contracts function on behalf of the whole organisation.
- Ensure records of contracts, suppliers, users and clients of the contracts are kept up to date and safely and securely logged.
- Process invoices for payment within deadline.
- To lead on the development and maintenance of any IT solutions linked to allocated contracts – ensuring that client input is shared with the supplier and that the systems accessed are developed to be fit for purpose for the organisation.
- To lead work with other local authorities around specific shared procurement initiatives, systems and other opportunities; representing the council's interests.
- To champion data quality, proactively appraising data produced by the service for robustness, ensuring that data quality issues are addressed, and corporate reporting requirements are met, as set out in the council's Data Quality Strategy. This should include the management of any paper files and the process for storing these appropriately.
- To be a part of the Human Resources leadership - participating in cross divisional work and representing the department elsewhere within the organisation as required

- To be responsible for their own personal development – taking the opportunities presented by the council and developing their own skills and experience where possible.
- To do any other task identified by their line manager or the Head of HR and that is commensurate to the level of the role.

**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
PERSON SPECIFICATION**

POST TITLE: Contracts Manager
Grade: ME15

Qualifications and Experience

- Experience of managing complex contracts, preferably HR in nature, preferably for a public sector or not for profit organisation
- CIPS qualifications are desirable but not essential
- Experience of managing and delivering high profile procurement projects
- Experience of preparing and presenting reports, briefs or information to a range of audiences

Skills and Knowledge

- Ability to manage the performance of suppliers in a proactive and successful manner – achieving value for money for the organisation
- Advanced IT skills, especially Microsoft Excel
- Ability to work in partnership with a wide range of different managers with highly developed relationship management skills
- Ability to manage supplier relationships, achieving value for money for the organisation.
- Solutions and outcomes focussed
- Knowledge and understanding of EU procurement rules and council contract standing orders and how they relate to commercial activity within the council

Managerial and personal requirements

- A credible and trusted contract manager and negotiator; able to build trust with suppliers and internal customers and use these to further the council's interests.
- Good communication skills, both orally and in writing
- 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