

**Job Title: Commercial Contract Manager**  
**Grade: 10**

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and the people of Staffordshire
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

The Commercial Team plays a key role in supporting the Council to select, award and manage contracts for the supply of goods, services and works. The team plays an active role in driving down spend and striking the best contractual terms with suppliers, and in developing our organization's ability to think and act in the commercial interests of the Council and the people it serves. The Council's corporate strategy pledges to deliver value for money for residents and

businesses and live within our means. A strong commercial approach involves understanding and shaping the Council's spend, having robust commercial processes in place, maintaining effective relationships with suppliers and helping the Council to get upstream of and make evidence-based commissioning decisions.

## **Reporting Relationships**

**Responsible to:** Commercial Team Leader

**Responsible for:** Commercial Analyst (where applicable)

## **Key Accountabilities:**

- Oversee and be responsible for the management of a portfolio of contracts, funding agreements and service level agreements throughout their duration, taking account of strategic fit, demand, effectiveness in delivery outcomes, standards of service, stakeholder feedback and value for money.
- Engage with and involve service users and stakeholders in assessing contracts and services, feedback and gaining customer insight.
- Design, develop, manage and monitor performance, outcomes and quality assurance frameworks, and related information systems and ensure provider organisations compliance with contract obligations. Identifying and addressing non-compliance.
- Identify the need for contract changes and manage processes around the issuing of contracts, contract change notes/variations and contract notices, including defaults.
- Investigate complaints and disputes, report safeguarding concerns, respond to service failures and implement contingencies.
- Draft contract documentation such as finance schedules, service specifications, service standards and service level agreements to ensure contract compliance and to achieve the service outcomes required.

- Analyse, benchmark and report contract monitoring data and other commissioning information to shape service improvements and help shape commissioning decisions and plans.
- Contribute to and manage processes for shaping service design and specification, procurement, tender selection, assessing the impact of commissioning decisions, and the decommissioning, exit planning and closure of contracts and services
- To monitor and analyse contract budgets and financial arrangements and ensure payments to provider organisations are appropriately processed and managed.
- To liaise and communicate with provider organisations and partners and establish and maintain effective working relationships to ensure effective contractual governance.

This post is designated as a casual car user.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<b>Qualifications/Professional membership</b> <ul style="list-style-type: none"> <li>Educated to a level six standard (for example a degree, a graduate certificate/diploma, a level 6 NVQ, etc.) or equivalent relevant experience.</li> </ul>	A
  	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>Good knowledge of contract management processes.</li> <li>Demonstrable experience of effective contract management.</li> <li>Direct experience of working in a commissioning, contracting, service improvement or procurement environment, aimed at improving outcomes for people.</li> <li>Knowledge and experience of managing budgets or financial processes relevant to contract management.</li> <li>Experience of developing service standards, specifications or service level agreements.</li> <li>Experience of managing relationships with external organisations.</li> <li>Experience of producing high quality reports for a variety of audiences.</li> <li>Experience of developing frameworks for performance, outcomes and/or quality assurance.</li> <li>Experience of using IT systems to gather, analyse and present information.</li> </ul>	A/I A/I A/I  A/I A/I A/I  A/I A/I A/I  A/I
  	<b>Skills</b> <ul style="list-style-type: none"> <li>Good IT skills, including the use of Microsoft Office applications and in particular the effective use of spreadsheets.</li> <li>Excellent numeracy and statistical skills, and ability to analyse complex data/information,</li> <li>Ability to use evidence sources to analyse information, evaluate options and translate this to make sound judgments and recommend appropriate course of actions.</li> <li>Excellent literacy and communication skills, including the ability to write and present clear and concise reports.</li> <li>Be confident in working with a range of people in internal and external organisational settings, including both senior staff and service users, and in presenting information to different audiences.</li> <li>Ability to proactively identify and resolve problems, and be accountable for finding solutions.</li> <li>Ability to work in a complex environment, with multiple stakeholders, and to network across organizational boundaries.</li> <li>A commitment to the development of high quality services and continuous improvement.</li> </ul>	A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I

	<ul style="list-style-type: none"> <li>• Ability to respond effectively to change, and to help plan and manage change processes.</li> <li>• A methodical and organized approach to work. Able to manage deadlines and work to tight timescales.</li> </ul> <p>This post is designated as a casual car user</p>	<p>A/I</p> <p>A/I</p>
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting  
Talent & Resourcing Team 01785 278300