



JOB TITLE:	Contract Management Officer		
GRADE:	G7	SERVICE AREA:	Procurement
JOB CODE:	CG57CONTG7		
REPORTS TO:	Senior Procurement Officer	LOCATION:	Civic Centre / Home-working
SPECIAL CONDITIONS:	<ul style="list-style-type: none">• Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term.• That in booking leave, regard is had to prevailing workloads and deadlines, e.g.:<ul style="list-style-type: none">• Reporting to management and members;• Year-end/month end activities;• The needs of the Council, the service and the team. <p>NB: This list is not exhaustive</p> <ul style="list-style-type: none">• Willingness to complete / study relevant professional qualifications (i.e. CIPS) as part of your Continuous Professional Development.• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

1. Main Purpose of the Job role:

- In the context of the Council's strategic objectives, to effectively develop, implement, deliver and review of effective contract management strategies, activities, processes and systems, across a range of Council-wide Contracts.
- To protect the interests of the Council and service users (including vulnerable adults and Children) through application of robust contract management systems, processes and practice.
- To achieve best value, raise standards, and deliver continuous improvement and efficiencies through the provision of sound advice, effective contract management.
- To enable service areas to ensure that goods and services provide value for money and are delivered in accordance with contractual requirements, terms and conditions.

- To ensure that robust auditable contract management arrangements are developed, implemented and regularly reviewed.
- To establish and maintain productive working relationships with a wide range of people, including elected members, officers of all levels across the Council, external organizations and suppliers.
- To contribute to the establishment of and take the lead on key elements of the procurement service plans, aims, objectives and functions.

2. Role specific duties and accountabilities

Principle Activities:

1. To assist the development, implementation and delivery of contract management strategies, activities, processes and systems across a range of contracts to ensure that goods and services provide value for money and are compliant with service specification and contractual terms and conditions.
2. To deliver efficiencies and service improvements, enabling continuous improvement initiatives, working closely with service areas to better manage performance and expenditure.
3. To support the integration of contract management strategies, activities, processes, systems and operations across a range of internal and external agencies.
4. To work with a wide range of internal and external stakeholders to ensure that the Council's contract management strategy/approach is understood and that effective support for the strategy is achieved.
5. To provide advice and information to service areas on the management and compliance of contracts.
6. To ensure effective systems of communication are in operation and that information is effectively and efficiently escalated and disseminated where necessary in accordance with prescribed policies and procedures.
7. To deliver all designated contract management activity and ensure appropriate follow up actions in relation to non-compliance and poor performance against key performance indicators, using risk management processes to determine appropriate actions.
8. To support the protection of vulnerable service users through application of robust contract management systems, processes and practice.
9. To undertake complex decision making in relation to designated areas of contract management activity.
10. To produce and provide accessible, accurate and reliable management information in a timely and efficient manner, ensuring the production of useful intelligence to support continuous improvement of services.
11. To undertake complex analysis and compilation of management information using a range of software applications such as Microsoft Access, Excel, Word and Power point.

12. To prepare reports as required and attend if necessary, working parties, committees and other internal and external meetings as appropriate.
13. To negotiate and communicate with service providers in relation to contract designated areas of management activity, to raise standards and deliver continuous improvement.
14. To visit contractors, review performance , provide appropriate support and guidance in relation to contract compliance, and produce associated reports in accordance with prescribed policies and procedures.

People

15. To liaise with and ensure effective working in partnerships with Government Departments, Health Agencies, other internal and external stakeholders in relation to contract management activity.
16. To supervise the activities of contract management activities undertaken by the Procurement Support Officer(s) in relation to the designated areas of work.
17. To manage your own work plan and day to day activities ensure that activities are delivered within agreed timescales to deliver an effective and efficient service.
18. To support and enable a confident learning culture and assist staff with identifying and responding to training and development within the designated areas of work.
19. To take responsibility for your own personal development on a continuous basis including participation in suitable development and training needs.

Generic Duties

20. Support the robust governance of procurement related activity across the Council.
21. Promote effective cross-directorate working so as to deliver integrated solutions that optimise the use of resources and achieve Best Value and continuous improvement.
22. Develop/support and promote a strong customer-focused performance culture within the service team, ensuring the provision of cost effective, efficient, high quality services to the Council, its members and its departments in line with their identified needs.
23. Ensure services are provided to the highest possible standards within the resources available. To implement effective systems for setting targets, managing performance, reporting systems, identifying and overcoming weaknesses and delivering sustained improvements.
24. To ensure services proactively support internal and external partners in areas of their work which have a relevant dimension. Where applicable, to negotiate with client departments/project coordinators/partners to ensure roles and responsibilities are clearly understood and that the outcomes for the post holder's services are achievable.
25. Provide clear, balanced and accurate advice and guidance to the senior management team on issues arising within the post holder's areas of responsibility.

Equality & Diversity

26. To ensure that all aspects of contract management promote a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and

employment, and to manage, support or comply through the implementation of the Council's Equality & Diversity Strategies and Policies.

Health & Safety

27. To adhere to the Council's Health and Safety Policy and work with managers to achieve a health and safe environment.

General

28. To adhere to the security, confidentiality and accuracy of Council records and information systems with due regard to legislation, Council policy and procedures.

29. To work at all times in accordance with the aim objectives, values and principles of Walsall Council.

30. Any other duties commensurate with the grade, in consultation with the employee and in accordance with the provisions of relevant employment legislation.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: Contract Management Officer	GRADE G7 - SCP's 28 – 33 PROC 003200 / 3300 / 3700	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
<u>Behaviours:</u>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
1. Focused on customer needs and able to provide effective contract management solutions.	A/I	3
2. Able to develop and implement contract management strategies, activities, processes and systems.	A/I	3

3	Able to analyse and interpret complex data/information and provide clear, concise, accurate and reliable management information, reports and analysis.	A/I/T	3
4.	Able to think laterally, effectively plan, organise and independently manage your resources and work plan.	A/I	3
5.	Able to initiate and implement continuous improvement and positive change in relation to contract management activities.	A/I	2
6.	Able to deal with complex situations and manage competing deadlines.	A/I/T	3
7.	Able to demonstrate an understanding of risk, manage and action complex decision making, through matrix management working relationships with a range of internal and external stakeholders.	A/I	3
8.	Able to motivate self and others whilst working under pressure, to deliver results.	A/I	2
9.	Able to influence and negotiate effectively.	A/I	3
10.	Able to develop highly effective working relationships and make a positive impact on a diverse range of internal and external stakeholders.	A/I	3
11.	Able to effectively communicate and present information to a diverse audience.	A/I/T	3
12.	Able to learn and share learning with others.	A/I	2
13.	Able to manage high workload for self with conflicting priorities through behaviours, prioritisation and efficient working methods.	A/I	3
14.	Able to use a wide range of office technology and software applications including databases, spreadsheets word processing and presentation packages.	A/I/T	3
15.	Able to demonstrate a clear understanding and commitment to equal opportunities and anti-discriminatory practice in all aspects of this role.	A/I	2
16.	The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge: specify type, level and qualitative (not quantitative)			
18.	Established knowledge and applied understanding of contract management systems and processes how they can be used to raise standards, minimise risk, raise standards and ensure continuous improvement.	A/I	3
19.	Understanding of governance and risk.	A/I	3
20.	Knowledge of using E Procurement/Contract Management systems and techniques and other IT software such as Microsoft Excel, Word, Powerpoint and Outlook to deliverer a procurement role and/or function.	A/I	2

21. Demonstrable knowledge, understanding of equality issues, particularly in relation to procurement and contracts.	A/I	2
22. A knowledge and understanding of Health & Safety.	A/I	2
23. An understanding of the political context and environment.	A/I	2
Experience: specify type, level and length required; if any.		
24. Experience of undertaking contract management activities across a range of complex, high value, high risk contracts and managing supplier performance, effectively in liaison with internal and external stakeholders.	A/I	3
25. Significant experience of working in contract management role in a local authority or large complex organisation.	A/I	3
26. Experience of developing, implementing and maintaining sophisticated, robust contract management systems and processes, in partnership with a range of stakeholders.	A/I	3
27. Experience of successfully deploying procurement best practice to reduce waste, improve effectiveness and generate efficiency.	A/I	3
28. Experience, ability and understanding of negotiating with service providers and a range stakeholders in the interest of securing best value quality services and ensuring continuous improvement.	A/I	2
29. Experience of working within a matrix management environment.	A/I	2
Qualifications:		
30. A Level standard or equivalent or a business related NVQ Level 4 or substantial relevant experience and; CIPS Level 4 Diploma (Industry Specific Qualification) or Demonstrable equivalent experience and willing to work towards CIPS Level 4 Diploma	A	
Other Essential Requirements		
31. An awareness of, and commitment to, equality of opportunity	I	2
32. Awareness of, and commitment to, confidentiality and handling	I	2
Revised by:	Susan Wilson	Date: 12 January 2023