

## Job Description

**Department:** Commissioning

**Division/Section:** People and Communities

**Job Title:** Contract and Account Manager

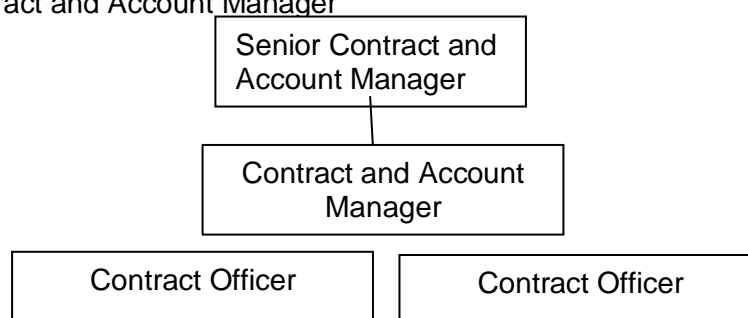
**Post No:**

**Grade:** 11

**Reports to:** Senior Contract and Account Manager

**Organisation Chart:**

Show immediate manager and any jobs reporting to this post.



**DBS Check applicable?**

Basic ☒ Standard ☐ Enhanced ☐ None ☐

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

Yes ☐ No ☒

**Line Management responsibility for:**

**No. of direct reports:** 2

**No. of indirect reports:** 4

**Size of budget:**

c£100m. Budget involvement is to ensure value for money, monitor commissioned and delivered care. Manage price negotiations for spot contracts and negotiate annual uplifts

**Job Purpose:**

Lead market management, joint commissioning, quality and contract management across People and Communities To work with colleagues providers and partners to manage the market and to lead the drafting with colleagues of service specifications. To lead the implementation of robust contract management processes and to lead on the contracts register for People and Communities.

## Main Duties and Responsibilities:

To draft service specifications based on commissioning intentions

- ☐ To identify gaps in quality and provide solutions
- ☐ To work with procurement colleagues in LGSS and Serco to ensure appropriate procurement of service in place
- ☐ Provide regular detailed analysis of contracts to support the quality of services and ongoing commissioning
- ☐ Develop and maintain the payments to providers in accordance with payment requirements
- ☐ Liaise with other authorities to ensure that we are jointly commissioned where appropriate and we feed into any regional meetings
- ☐ Lead contract management across People and Communities.

Ensure robust contract management processes are in place. Key links with LGSS and Serco procurement to ensure that CFA is procurement compliant.

- ☐ Maintain links with LGSS in terms of the contract and grant register. Report to Commissioning Board all exemptions, action to re-tender or de-commission services and quality of provided services.
- ☐ Ensure outcome based commissioners understand gaps and future development needs.
- ☐ Ensure that all services commissioned and procured are of the right quality to improve outcomes and provide value for money
- ☐ Find solutions to improve performance and quality, working with providers on this and also feeding solutions through to the commissioning board
- ☐ To ensure the demands of the service are met, a requirement of this role is to provide emergency support during weekend and bank holiday periods.

**Generic Responsibilities:** To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and

ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:**

**COMPLETED BY:**

## Person Specification

**JOB TITLE:**

**POST NO:**

**GRADE:**

**DEPARTMENT:**

**HOURS**

**DIVISION:**

**DIRECTOR:**

**DATE:**

**COMPLETED BY:**

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Contract Management</li> <li>Knowledge of Quality in Provision</li> <li>Knowledge of the provider market</li> <li>Knowledge of the Voluntary Sector</li> <li>Knowledge of Government Agenda</li> <li>Understanding of application of project management methodologies to specific projects</li> </ul>	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal, listening and communication skills, including negotiation, influencing, coaching etc</li> <li>Ability to develop and creative effective solutions to problems</li> <li>Ability to prioritise, manage own workload, be flexible, work under pressure and to deadlines</li> <li>Good presentation skills</li> <li>Team worker</li> <li>Ability to analyse issues, interpret needs and offer sound, reliable, professional advice</li> <li>Excellent communication skills (spoken and written) with experience of writing reports and making presentations</li> <li>Ability to facilitate different types of groups</li> <li>Strong commitment to and understanding of community development approaches</li> <li>Ability to plan and organise own work independently in order to meet targets and tight deadlines</li> <li>Ability to collate and interpret data from a wide range of sources</li> <li>A commitment to encouraging participation from people, particularly from those who are more isolated.</li> <li>Strong communication skills and building relationship</li> <li>Training delivery/group facilitation skills, eg chairing meetings</li> </ul>	

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working/negotiating with partner agencies, providers independent/voluntary sector providers</li> <li>• Experience of commissioning, procurement and contract management and developing innovative and successful services in a demanding multi-agency environment</li> <li>• Experience of providing advice to operational and senior managers within a large diverse organisation</li> <li>• Experience of project management, either on a formal, or informal basis</li> <li>• Budget management</li> <li>• Quality management</li> <li>• Contract management</li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent.</li> <li>• A degree in a managerial or other relevant subject</li> <li>• A project management qualification</li> </ul>	
<b>PERSONAL CIRCUMSTANCES</b>		
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed:  
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*