

Job Description

Job Title	Performance & Contracts Manager
Directorate	Finance & Resources
Service Area	Commercial Procurement Unit
Grade	8
Competency Level	2
Salary	£44,711- £49,764
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	

Job Purpose

To support the delivery of key contract management recommendations including the implementation of contract management systems, processes and governance. To support the creation, delivery and reporting of procurement and contract management key performance indicators. To deliver training that supports good performance and compliance with CSO's in terms of procurement and contract management enabling.

Directly Responsible For:

N/A

Directly Responsible To:

Senior Policy, Performance & Data Manager

Main Areas of Responsibility:

Central mechanics of the role:

- To lead the enabling of good Contract Management practice where appropriate. To deliver agreed action plans to help ensure that all recommendations are implemented
- To lead and promote the adoption of a Contract Management Framework that incorporates and expands the relevant elements of existing guidance in the Contract Standing Orders and the Procurement Strategy
- To deliver all aspects of performance, compliance and systems related training around procurement and contract management including regulatory or policy changes for the Contract Standing Orders and Contract Management Framework
- To ensure that the Contract Management Framework for the area is delivered with all relevant due diligence and governance processes adhered to
- To lead the standardisation of contract management practices by increasing awareness of the Contract Management Framework
- To highlight the importance and benefits of good contract management practice across the authority
- To ensure that each contract has a Contract Management Plan, including

KPI's, which supports and achieves the objective of the Contract Management Framework

- To clearly define, manage and support where appropriate the delivery of objectives aligned to Contract Managers situated in service areas within the wider Authority
- To ensure that contract management terminology and the respective roles and responsibilities of relevant officers are consistent and understood across the area of responsibility
- To identify and mitigate (according to Contract Management Plan, Contract Management Framework or Remedial Actions) risks and issues relating to contract management during mobilisation, delivery and exit
- To lead the roll out of the Contract Management Plans per contract to ensure that there is appropriate publicity of the document, associated benefits and that all relevant users are provided with suitable training to help ensure maximum benefit from its use
- To lead on all training of procurement and contract management systems for relevant stakeholders including contracted suppliers
- To implement, promote and support the introduction and delivery of key performance indicators (KPI's). Enabling directorate performance targets, as identified and agreed with all relevant parties, to be measured
- Ensuring consistent and meaningful data is collated in relation to every aspect of contract management, including the targets and objectives contained within both contract management plans and contract management strategies
- To work with relevant parties to ensure that contract management responsibilities are a significant part of the annual appraisal process for Contract Managers and other identified staff within service areas
- To promote the awareness, in line with Contract Standing Orders, of the importance of risk management throughout the contract lifecycle

- To participate in regular training and continuous professional development in order to continually refine skills and develop personal capacity
- To add value in all aspects of your work, in line with the stated direction and values of Liverpool City Council
- To maintain a consistent focus on the delivery outcomes of the role
- At all times to act as an ambassador for both Liverpool City Council and the city of Liverpool through your expertise, experience, enthusiasm and general demeanour

Supervision and Management Responsibility:

No line management responsibilities.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A Member, working towards or a commitment to being a Member of Chartered Institute of Purchasing & Supply (MCIPS) or Professional qualification relating to commercial procurement (A)

Desirable

- Management level qualification
- Evidence of on-going personal development

Experience

Essential

- Familiarity with the different approaches required for goods, services and works contracts (or advanced specialism in one particular area relevant to category) (A/I/P)
- Demonstrable evidence and deep understanding of contracts and the management of contract and supplier performance (A/I/P)
- A track record of service improvement in a commercial procurement environment (A/I/P)

- Evidence of the development and sustaining of strong working relationships with internal clients and evidence of successful management of demand (A/I)
- Experience in problem solving and influencing people (A/I/P)
- Experience of managing complex projects from initial planning to delivery of objectives and outcomes (A/I/P)
- Track record of delivery against targets (A/I/P)

Desirable

- Experience in risk assessment and risk management strategies
- Experience of working with suppliers to improve products, services or works delivery whilst delivering quality, innovation and Social Value

Skills/Abilities

Essential

- Demonstrable procurement knowledge including negotiation skills, strategic sourcing methodology, contract law and dispute resolution, statistical and data analysis and UK procurement legislation (A/I/P)
- An ability to lead on complex projects (A/I/P)
- An ability to manage across complex situations and stakeholders with varying objective (A/I/P)

Desirable

- A good understanding of key and emerging issues within local government procurement and the processes which underpin contract management in the Public Sector
- A track record of communicating with internal clients and an ability to influence the relationships which enable better performance
- A sound technical understanding of terms and conditions and contractual situations, specific and relevant to the three Contracts Managers' areas of responsibility
- A sound understanding of Local Authority Contract Standing Orders

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Desirable

- A sound understanding of current political and economic issues and how these relate to procurement and contract management within local government