

JOB DESCRIPTION

Job Title	Contract Management and Supplier Relationship Management Officer
Directorate	Resources
Service	Strategic Procurement
Grade	G

Employees directly supervised (if applicable): None

Family Tree (job titles only, no employee names)



1. JOB PURPOSE:

Working as part of the Council's Strategic Procurement Service you will be the Practice Lead for Contract and Supplier Relationship Management providing a comprehensive advisory service to contract and relationship owners as well as leading and embedding the Council's Contract Management Framework (CMF).

You will drive improvements in contract management and supplier relationship management across the Royal Borough of Kensington and Chelsea (RBKC). Through working with the Strategic Procurement Team, other procurement functions (namely property and housing management), colleagues at Westminster City Council (WCC), and contract managers across the whole of RBKC you will train, support, advise and upskill contract managers and commissioners across the Council. You will support the delivery of value for money, contractual efficiencies, increased income and improved outcomes through our strategic contracts.

2. DESCRIPTION OF DUTIES:

Through your role as the lead for Contract Management (CM) and Supplier Relationship Management SRM across the Council you would be involved and lead on the following areas:

- Support to deliver the Grenfell Inquiry response recommendations relating to contracts and supplier relationship management (SRM)
- Training, support and advice to Corporate Contract Managers on the:
 - Setting and monitoring of Key Performance Indicators
 - The writing of service specifications
 - How to conduct contract management to a high quality
 - Good practice in SRM
 - Working with suppliers on carbon reduction, modern slavery, compliance with legislation, data protection, the real living wage, health & safety, financial stability and innovation

This will maximise the outcomes through our contracts and the benefits to our communities.

- Maintain and review the implementation of the Corporate Contract Management Framework
- Work with the Head of Strategic Procurement and the Compliance and Governance lead to facilitate and lead the Gateway 3 review meetings (presentations by contract managers on their contract's performance and management) thus maximising the performance of our key contracts and improving skills and good practice across the Council

- As Practice Lead for Contract Management be accountable for the development and application of policies, guidance and risk management as they relate to contract management practice across the Council
- Provide commercial and negotiation support where required and help resolve contractual issues thus improving the performance and value for money for the Council's contracts
- Take the lead in corporate reporting of contract management practice, contract performance and supplier and market risk
- Provide the framework for developing contract management skills & knowledge to maximise the potential of all staff within the Procurement Service and more widely across the Council
- Work with audit to collaborate on areas for improvement across CM and SRM, ensuring oversight gaps are addressed and practices enhanced
- Work with the Head of Strategic Procurement and key stakeholders to maintain the corporate contract register as well as conduct an annual review against supplier spend data
- The setting up of Contract Purchasing Agreements (CPAs) in our Kensington and Chelsea (K&C) Oracle system which supports the monitoring of supplier spend- this includes the creation of dashboards and reporting to officers in the Strategic Procurement Team as well as senior management as required. Collate Social Value (SV) data to support impact reporting and strengthen the Council's ability to demonstrate added community benefit.
- Roll out of training around SV and embedding our SV Policy and Outcomes matrix
- Working with the team to maintain a record of our sealed copies contracts. Work closely with the CM and SRM lead at WCC to ensure cross-borough consistency in Responsible Procurement delivery and policy alignment.
- Support in the production of the annual Modern Slavery Statement

SELECTION CRITERIA/PERSON SPECIFICATION

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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Evidence of Continuous Professional Development within Contract Management and SRM is Essential
C	Skills & Experience Skills • Have an excellent grasp of the broad policy and financial context affecting the public sector and the service areas • Quickly develop a coherent understanding and familiarity with the range of contracts and supply markets • Use strong influencing and negotiating skills with senior managers, commissioning teams, contract managers, the supplier and other stakeholders • Be able to develop strong working relationships with a range of officers and services • Apply excellent project management and prioritisation skills • Think strategically and tactically to deliver outcomes in a coherent way • Apply strong analytical skills to develop a case for change based on evidence

	or to appraise the effectiveness of commercial and contractual arrangements • Be able to prioritise and adapt medium to long term plans in the light of short-term pressures without compromising on the integrity of the advice provided or the wider agenda Experience • Demonstrated ability to manage complex contracts or portfolios of contracts • Commercial management responsibility for contracts either as a client or purchaser • Use of financial decision-making techniques (business cases, option appraisal, commercial appraisal etc) • Has built and maintained productive relationships using advanced stakeholder engagement skills • Influenced and created a mandate for change in complex working environments • Worked with limited direct supervision and able to balance short medium- and long-term priorities • Is aware of the constraints that apply to managing contracts in the public sector • Used information, data and analytical approaches to create insights that lead to better commercial or contract outcomes • Has a comprehensive grasp of the technical aspects of contract management and an ability to apply this knowledge in a pragmatic way to improve the performance of the contract or supplier
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input

E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.