



Job Profile

JOB TITLE:	Business & Contracts Manager
GRADE:	POB
POST NO:	TBC
JOB TIER:	5 (non-management)
DBS CHECK:	N/A
GROUP:	Corporate Services
SERVICE:	Technology
SFIA Level of responsibility:	5

REPORTING STRUCTURE

Reports to:	Head of Technology
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

Management of the Technology contracts register (consisting of COTS applications / systems contract renewals) and relationships across a designated portfolio of technology providers and collaborate with Council services to champion best practice approach in managing these contract renewals to deliver value for money and meet business objectives

The Business & Contracts Manager will maintain close relationships with business services to ensure that the delivery of technology (both internal services and external services / COTS applications) are meeting the needs of the council.

In addition to internal stakeholders, the Business & Contracts Manager will also maintain relationships with account managers from key suppliers of COTS applications and systems contracts, the Application Development & Support Manager, the Enterprise Architecture Manager, the Enterprise Service Manager and Procurement team to foster strong working relationships, monitor and review contracts to ensure that contracts are renewed on time and provide the best value for the Council. To develop and implement contract management strategies for the designated portfolio that optimises performance of contracts in terms of cost, quality, delivery and responsiveness - sharing best practice guidance with the wider Corporate Services / Council.

The postholder acts as the Council's commercial lead in negotiations with suppliers of COTS applications and technology services, representing organisational interests and committing the authority to significant financial and operational outcomes. The role also works closely with senior officers across all directorates to shape service requirements, resolve complex issues and ensure contracts deliver the expected benefits.

The Business & Contracts Manager will manage the approval process for contract renewals, arranging for requisitions to be raised in a timely manner to ensure the contracts are renewed on time, keeping track of expenditure and assisting in the monthly and year end budget monitoring, liaising with both Finance and Procurement as required.

The postholder manages a contracts portfolio of approximately £12m, including £6m of directly controllable contracts and a further £6m of contracts that may be consolidated centrally. They will evaluate opportunities for consolidation, make recommendations and develop business cases for approval.

The Business & Contracts Manager will also lead in the writing and submission of democratic reports for the higher value contract renewals and provide support to the Application Development & Support Manager, the Enterprise Architecture Manager, and the Enterprise Service Manager as required in managing the progress of these as part of the Demographic approval process.

Key Responsibilities:

- Work with internal stakeholders to understand needs
- Ensure contracts align with business objectives
- Review contracts to achieve best value
- Monitor supplier performance and address any issues
- Lead in negotiation of contracts with suppliers

SFIA Level of Responsibility: Level 5

Autonomy

Works under broad direction. Work is self-initiated, consistent with agreed operational and budgetary requirements for meeting allocated technical and/or group

objectives. Defines tasks and delegates work to teams and individuals within area of responsibility.

Influence

Influences critical decisions in their domain. Has operational level contact impacting execution and implementation with internal colleagues and external contacts. Has significant influence over the allocation and management of resources required to deliver projects.

Complexity

Performs an extensive range of complex technical and/or professional work activities, requiring the application of fundamental principles in a range of unpredictable contexts.

Knowledge

Applies knowledge to interpret complex situations and offer authoritative advice. Applies in-depth expertise in specific fields, with a broader understanding across industry/business.

Business skills / Behavioural factors

Decision-making

- Uses judgement to make informed decisions on actions to achieve organisational outcomes such as meeting targets, deadlines, and budget.
- Raises issues when objectives are at risk.

Planning

- Analyses, designs, plans, establishes milestones, and executes and evaluates work to time, cost and quality targets.

Collaboration

- Facilitates collaboration between stakeholders who have diverse objectives.
- Ensures collaborative ways of working throughout all stages of work to meet user/customer needs.
- Builds effective relationships across the organisation and with customers, suppliers and partners.

Problem-solving

- Investigates complex issues to identify the root causes and impacts, assesses a range of solutions, and makes informed decisions on the best course of action, often in collaboration with other experts.

Improvement mindset

- Identifies and evaluates potential improvements to products, practices, or services.
- Leads implementation of enhancements within own area of responsibility.
- Assesses effectiveness of implemented changes.

Creativity

- Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.

Communication

- Communicates clearly with impact, articulating complex information and ideas to broad audiences with different viewpoints.
- Leads and encourages conversations to share ideas and build consensus on actions to be taken.

Leadership

- Provides leadership at an operational level.
- Implements and executes policies aligned to strategic plans.
- Assesses and evaluates risk.
- Takes all requirements into account when considering proposals.

Adaptability

- Leads adaptations to changing business environments.
- Guides teams through transitions, maintaining focus on organisational objectives.

Learning and development

- Uses their skills and knowledge to help establish the standards that others in the organisation will apply.
- Takes the initiative to develop a wider breadth of knowledge across industry and/or business and identify and manage development opportunities in area of responsibility.

Digital mindset

- Recognises and evaluates the organisational impact of new technologies and digital services.
- Implements new and effective practices.
- Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.

Security, privacy and ethics

- Contributes proactively to the implementation of professional working practices and helps promote a supportive organisational culture.

Job Description

Business & Contracts Manager

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- Leads the council-wide review, monitoring and evaluation of policy and governance relating to technology contracts, advising on required changes to ensure compliance, value for money and strategic alignment
- Collaborate with council services to champion the adoption of best practice approaches with the aim of ensuring the technology contract management governance across the council continues to be functional, fit for purpose, documented and kept up-to-date for monthly and year end budget monitoring.
- Ensure compliance with requirements and key audit controls and offer challenges in instances of non-compliance.
- Acts on behalf of the council in contract negotiations with major suppliers, agreeing positions that commit the authority to significant financial and service impacts.
- Negotiates contract scope, service levels and commercial terms with senior officers across all directorates, reconciling competing priorities and advising on the implications of proposed options.
- Manages highly complex and sometimes contentious discussions with suppliers and internal stakeholders, using a high degree of diplomacy, advocacy and influence to secure the best outcomes for the council.
- Presents and justifies contract recommendations to senior leadership and elected members, providing clear analysis of risks, benefits and financial impacts to inform democratic decision-making.

- Collaborate closely with business services, account managers from COTS application and systems suppliers, the Application Development & Support Manager, the Enterprise Architecture Manager, Application Systems Team Leaders and Procurement to foster strong relationships and ensure the contract renewals meet business objectives.
- Monitor and review contracts to ensure timely renewals and provide the best value for the Council.
- Develop and implement contract management strategies for the council wide technology portfolio to optimise performance in terms of cost, quality, delivery of SLAs and responsiveness

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- Responsible for the stewardship and strategic management of a contracts portfolio totalling approximately £12m per annum, including £6m in directly controlled contracts.
- Evaluates and recommends the consolidation of an additional £6m of contracts into the central portfolio, developing business cases and advising on the financial and service implications of proposed changes.
- Exercises significant financial judgement in negotiating contract values, assessing commercial proposals and identifying cost-reduction or cost-avoidance opportunities for the council.
- Ensures organisational compliance with procurement and financial regulations when committing substantial resources through contract renewals and variations.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- To demonstrate cost-consciousness and identify any cost-effective changes to ways of working to assist in the effective management of the allocated contracts budget.

- To develop monitoring and measurement criteria which will be used to demonstrate the value that contract management is delivering to the Council and implement the measurement process.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- To assist in implementing continuous monitoring of the portfolio of COTS applications / systems contracts performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.

7. Contacts

- Primary contacts will be with business stakeholders, senior managers, service users and other officers within the Council.
- Liaising with external supplier account managers of COTS applications and systems contracts to help drive value for money on contract renewals.
- Reporting to elected members as part of the democratic process for contract procurement and renewals.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Participate in the councils emergency planning arrangements / rota.

9. Key Performance Indicators

- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets.
- Delivery against agreed PADA objectives

This profile/JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

Person Specification

Business & Contracts Manager

This person specification will be used for recruitment to the Business & Contracts Manager vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Relevant degree or equivalent professional qualification in ICT or contract management, procurement, or a related field	☒	
Business or management qualification		☒
Experience in a local government or public sector environment		☒
Evidence of CPD	☒	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly to meet the needs of the service, including some out of hours work as required.	☒	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Demonstrable experience in managing contracts and relationships with COTS application / systems suppliers	☒	
Experience of budget management	☒	
Experience of successful relationship and engagement management of internal and external stakeholders	☒	
4. KNOWLEDGE & SKILLS (incl. SFIA CORE COMPETENCIES)	ESSENTIAL	LEVEL REQUIRED
Excellent verbal, written communication, presentation and interpersonal skills, able to analyse information and interpret it for non-experts	☒	
Strong influencing skills, able to work intuitively and liaise effectively with a wide range of stakeholders.	☒	
Highly numerate and IT literate, able to work effectively with the Microsoft Office365.	☒	
Detailed knowledge and skills around contract management including performance indicators, performance reviews, problem resolution, change management, and contract development.	☒	
Consultancy (CNSL)	☒	5

Takes full responsibility for understanding client requirements including data collection, analysis and resolving issues. Manages the scope and delivery of consultancy engagements to meet agreed objectives. Identifies, evaluates and recommends options. Collaborates with, and facilitates, stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs and implements solutions if required. Enhances the capabilities and effectiveness of clients by ensuring proposed solutions are fully understood and appropriately exploited.		
Contract management (ITCM) Negotiates and resolves contractual issues, including failure to meet contractual obligations. Promotes change control processes and leads variation negotiations when necessary. Champions continual improvement programmes, jointly developing strategies and incentives to enhance performance. Undertakes comprehensive financial evaluations. Ensures due diligence and legal vetting underpin all procurement processes, affirming risk assessment and compliance in contractual engagements. Ensures lessons learned from reviews are documented and promoted to all stakeholders. Leads the advancement and application of effective contract management practices within a specific business domain or category.		6
Sourcing (SORC) Reviews business cases (requirements, potential benefits and options) and determines appropriate procurement routes. Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and tender invitations are prepared. Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage optimal performance. Evaluates tenders based on specification and evaluation criteria, prepares acceptance documentation and advises on contracts and service level agreements.	☒	4

. COMPETENCIES	ESSENTIAL	
'Residents and Community Focus Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming, helpful & polite. Engages, empathises and takes ownership. Gives clear information about service standards and timescales. Treats all customers and colleagues with dignity and respect. Aware of Local Government purpose & Nolan principles including integrity, openness and honesty. Adopts a 'One Council' perspective on service delivery.	☒	
Accountability and Delivery Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	☒	
Inspirational Collaboration Engages with Council's vision and priorities and takes 'One Council' view. Actively listens and contributes to team meetings and decisions. Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Actively participates in learning activities and applies new knowledge and skills in the workplace. Encourages other to grow. Provides learning and development opportunities for others.	☒	
Drives Change and Improvement Solution focused, challenges existing practices and suggests new ways of doing things. Willing to try new things, accepts responsibility and learns from own mistakes Remains positive and engages with change and service improvement. Remains open-minded to new ideas.	☒	

Our values
Respect We appreciate what makes us different and include everyone. • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative We believe in the power of working together. • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient We deliver the best possible outcome by carefully managing our resources. • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity There is no gap between what we say and do. • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.
Open and honest We are transparent in the actions and decisions we take. • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.