

	Job Title	Contract and Supplier Relationship Manager
	Department	Resources
	Section	Legal, HR and Procurement
	Grade	PO7
	Reports to	Head of Procurement
	Staffing Responsibility	No
	Organisation	

Job Purpose:

- To develop and implement contract management best practice across the council.
- To work closely with different Departments to implement the council's agreed model with the flexibility and adaptability needed to effectively manage the council's diverse services.
- To act as the central point of excellence for supplier relationship and contract management in the council and to support the Head of Procurement, Procurement Business Partners (Category Managers) and Departmental stakeholders on complex negotiations with key suppliers.

Principal Accountabilities and Responsibilities:

- To develop and implement best practice in supplier relationship and contract management across the council.
- To develop the council's contract management framework, creating the suite of documents, tools and resources needed to support the organisation in effectively managing its £220m spend.
- Identify and develop a strategic supplier base working with key stakeholders across the Council up to Strategic Director level to gain commitment. Promote the benefits of focusing on these key relationships, compiling executive reports.
- Influence the successful delivery of key supplier contractual obligations
- Ability to extract additional bottom line and / or operational efficiencies out of the contract by undertaking Continuous Improvement exercises and reviews jointly with stakeholders and suppliers.
- Proactively develop strategies with stakeholders to manage poor performance with any identified supplier, escalating as necessary to bring about improvement and change.

- Develop a balanced scorecard for strategic suppliers in line with specific Directorate objectives .
- Responsible for the development, instigation and rollout of a Contract and Supplier Management training programme across the Council.
- Supports the development of innovative approaches to increasing opportunities for the local supplier base
- Working with strategic suppliers and stakeholders to identify opportunities for additional value, sharing opportunities, knowledge and skills which will require gravitas and ability to influence at the very highest levels of senior management in the organisation.
- To work with Procurement Business Partners (Category Managers), commissioners and contract managers to implement the council's contract management framework in Departments, being flexible to local needs for variation while ensuring a level of corporate consistency.
- In doing the above, to drive up the council's capabilities in contract management, evidenced through improvements in, contract manager skills and confidence, audit opinions and stakeholder feedback (including from Elected Members).
- Working with the council's Transformation team and in line with the commissioning framework, to scope and commission a programme of contract management skills training appropriate for the different levels of skill and experience in the organisation.
- To lead and/or support complex and/or challenging negotiations with suppliers, applying commercial acumen and expert knowledge of different negotiating strategies and techniques to ensure the council achieves its desired outcomes and, at all times, value for money.
- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
- Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
- Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Not required
Politically Restricted	No

Person Specification

Job Knowledge, Skills & Experience:

All criteria are essential

Knowledge and Qualifications:

- Degree in relevant discipline (or commensurate relevant experience)
- MCIPS qualified or training towards
- Evidence of Continuing Professional Development
- Expert knowledge of supplier relationship and contract management. This could come from a public sector or commercial setting.

Experience:

- Significant experience of working with large, complex organisations. This could be as an employee or in a consulting capacity.
- Significant experience of successful stakeholder management, including senior stakeholders up to and including Directors and Elected Members (or equivalents)
- Experience of successfully introducing new and/or improved processes, tools and ways of working in complex organisations with diverse business requirements
- Experience of successfully driving improvements in supplier relationship and contract management, with measurable evidence of impact
- Experience of innovation and introducing new ways of doing things to achieve better outcomes
- Experience of developing and commissioning and/or delivering relevant training
- Experience of leading contractual negotiations, including complex and/or politically sensitive arrangements (e.g. care, outsourcing)

Skills and Abilities:

- Can demonstrate ability to formulate, communicate and implement strategy, including innovative new approaches to managing suppliers
- Ability to influence senior managers at the very highest levels of the organisation.
- Can demonstrate sound commercial acumen and its successful application to achieve business outcomes
- Ability to plan and prioritise own workload efficiently.
- Ability to plan and prioritise tasks for others in the context of project managing procurement activities. Project management qualification not essential but must demonstrate ability to manage tasks, communications and stakeholders in an organised way.
- Excellent stakeholder management skills, able to manage diverse stakeholder groups towards a common outcome
- Excellent communication skills, able to communicate technical concepts clearly to a range of stakeholders in writing and face to face. Ability to present confidently to senior stakeholders, internal and external.
- A proven track record of excellent negotiation skills, with clear evidence of impact.
- Excellent ICT skills, able to confidently use all standard office productivity applications