

April 2011

ROLE PROFILE

Role Title: Head of Contracts
Service Area: Commissioning and Contracts
Directorate: Community Wellbeing
Accountable to: Assistant Director Joint Commissioning
Grade: K
JE Code: JE0113

Purpose of job (outline what, to whom and why)

To provide lead management for all procurement activity in social care, to lead a team of contracts staff who are involved in the whole process of contract management including monitoring and review, to liaise with providers and ensure value for money in contracted services, to provide expert advice to the directorate.

Key Objectives (list what outcomes are essential)

1	To ensure that policies and services are in place that meet the social care and health care requirements for vulnerable people.
2	To ensure that procured services are delivered within timescales and within legal requirements.
3	To work in partnership across the council and with other stakeholders including health services
4	To ensure that all contracted services are suitably monitored and maintained to deliver both statutory and council objectives
5	To monitor budgets to ensure financial control and respond accordingly to identified pressures.
6	To ensure that service user concerns and complaints are suitably investigated and resolved within agreed timescales.
7	To ensure that the contracts team is suitably equipped to deliver the targets and objectives of the council through professional development, leadership and knowledge.

Scope (outline the size or scope of the role, direct or indirect responsibility for people, finances, resources and any special aspects of the role)

People: The role requires the post holder to give clear management direction to approximately 7 members of staff all engaged in procurement and contract monitoring/review activity. This role requires building strong working relationships with both health and social care, finance and commissioning to ensure a consistent approach to procuring, maintaining and delivering services.

It is the responsibility of the Contracts Manager to give clear direction to other council managers regarding the council's procurement policies and procedures.

Financial: In terms of budget the Contracts Manager directly manages a budget in excess of £350,000 which relates solely to staffing. The Contracts Manager is responsible for people who monitor the activity for contracts in excess of £20 million.

Specific Responsibilities:

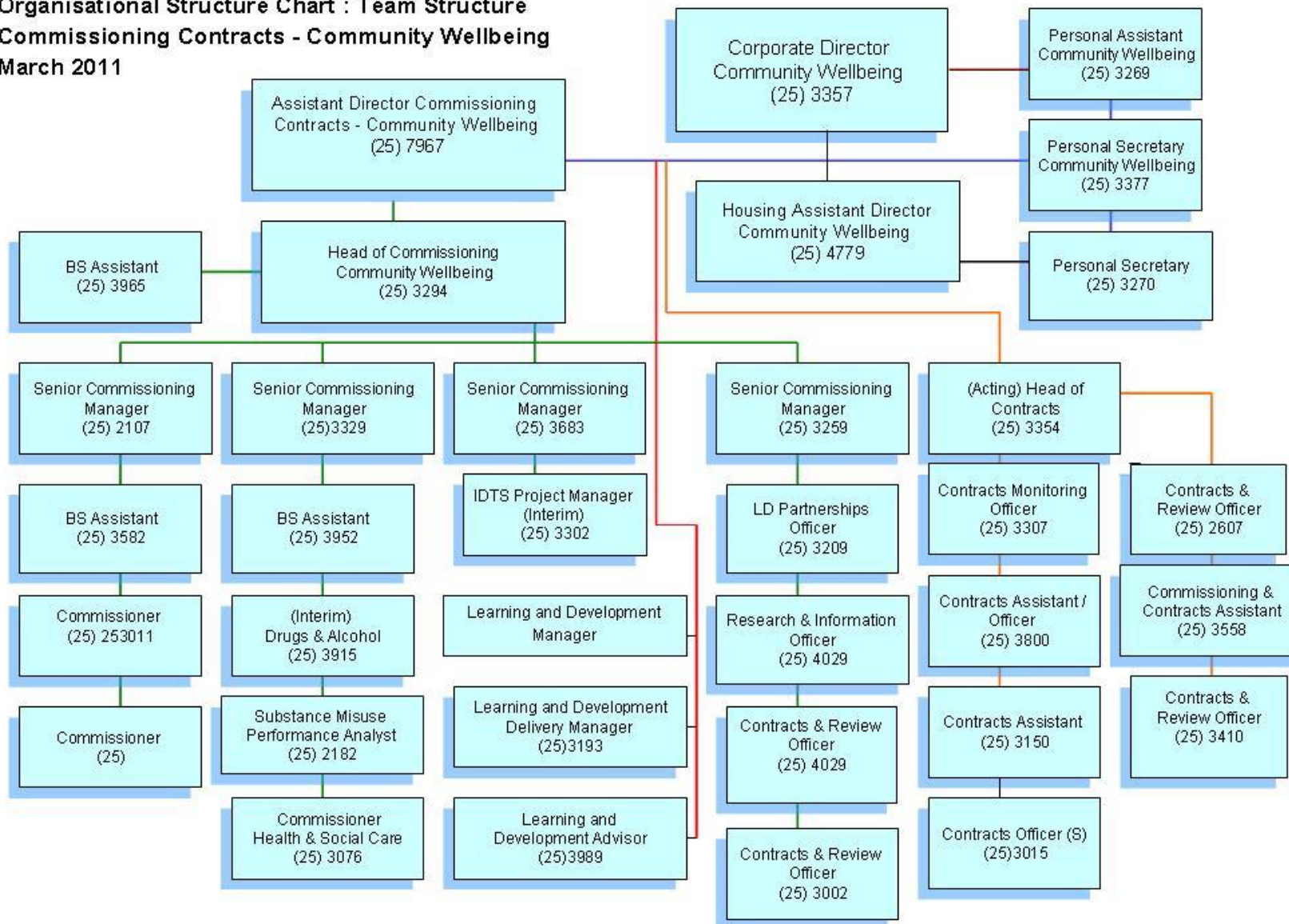
Work Profile (outline the main areas of responsibility and accountability and competencies)

- To deputise for the Assistant Director Joint Commissioning as required.
- Ensure that a clearly defined procurement strategy is developed and reviewed accordingly, paying full regard to commissioning and council priorities. This will include leading a team that is tasked with delivering a programme of prioritised tendering for social care services, supporting people services and other council contracts as required
- To be responsible for line management, mentoring and training of the Contracts Team
- Ensure that expert guidance, advice and direction is provided to Senior Managers, Commissioning Managers on all aspects of procurement and contract management
- To deliver expert training in procurement and contract management as required
- To lead on ensuring that the commissioning strategy is delivered including the tendering of services, tender documents, evaluating tenders, recommending the award of contracts, monitoring contract performance and establishing quality assurance procedures.
- Ensure close liaison with all stakeholders including strategic procurement, the primary care trust, the third sector and independent providers.
- Ensure that all procurement activity is carried out lawfully and abides by Council Standing Orders, Financial Regulations and other requirements. The postholder will develop and regularly review appropriate documentation for all aspects of procurement activity and contract management, and in doing so liaise with legal services and strategic procurement
- Lead on the annual price negotiations with providers including the financial appraisal of providers
- Evaluate the financial and efficiency implications of contracts, to recommend and implement changes.

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- Prepare suitable reports for Cabinet in relation to contacting activity, monitoring, recommendations to tender, the award of contracts etc
- Ensure that trends in the demand for services by people living in Milton Keynes are identified appropriately, from monitoring information, advising the Assistant Director accordingly.
- Provide information in relation to contracts to Senior Managers, Members and other stakeholders
- Ensure that up-to-date records are maintained of social care contracts and the appropriate staff are identified and tasked with undertaking this process.
- Use departmental computer systems as directed to ensure their full and proper use and to undertake any necessary training required.
- Represent the council on Contracts and Commissioning groups in the ADASS South East and Eastern regions..
- Keep abreast of the latest developments in contracts practice and seek opportunities to apply these in areas to improve services and achieve value for money. In conjunction with this, to maintain an up to date expert knowledge of European and UK legislation, which have implications on the contracting activity.
- Ensure that clearly defined quality assurance systems are established including the development of a contracts management system which will collate information about providers, contract values, performance, etc. This will require working closely with regulators such as the Care Quality Commission, contractors, commissioners and social care and health professionals.
- To take responsibility for an ongoing system of contract review and the review of effective contract monitoring systems. This will involve developing a clear risk management approach with responsibility for ensuring systems are in place to assess and mitigate appropriately against risk in all contracting activity.
- Provide feedback to the Assistant Director on contract compliance and providers' performance to inform the process of reviewing contractual arrangements.
- Provide information in relation to contracts to colleagues, Members, service users and service providers.
- Lead recruitment processes for Contracts Team staff, selection processes training needs analysis, appraisals and in disciplinary, grievance panels where necessary.
- Directly line manage four staff providing guidance and support, setting operational targets and objectives.

**Organisational Structure Chart : Team Structure
Commissioning Contracts - Community Wellbeing
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PERSON SPECIFICATION

In this section the **Skills, Knowledge, Qualification and Competency** requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder’s knowledge and skills should be specified

Awareness some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

Significant knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements

Extensive knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

PERSON SPECIFICATION	Examples specific to role	Required		Level			Method of Assessment interview, testing, reference
		Essential	Desirable	Awareness	Significant	Extensive	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	A recognised Management qualification. (DMS, MBA, NVQ or equivalent) or A relevant procurement qualification (MCIPS or equivalent)	x					reference
Planning and organising work	Plan and organise own work load, to delegate where appropriate and to achieve deadlines even within shifting priorities .	x			x		testing
Planning capacity and resources	Maximise the use of financial, human and physical resources to ensure continuous service improvement and value for money	x			x		interview
Managing self and personal skills	Ensure you have the personal resources to do your job effectively and measure your performance against agreed objectives and address any areas for improvement ; undertake any development activity to ensure that your skill and knowledge meet the needs of the role	x				x	interview
Communication	Deliver information clearly and succinctly to others in the council, partnerships, external organisations and to customers; employing the council’s and Pct’s standards of plain English to create meaningful statements and being able to communicate at all levels.; use numerical and statistical data accurately to influence others where appropriate	x			x		Interview/ testing

Providing direction	Provide leadership to people in a way which motivates supports and enables them to achieve the council's objectives Demonstrate a leadership style which inspires and draws out the strengths from individuals within a team	x				x		Interview/ reference
Influencing and interpersonal skills	Build working relationships across organisations and other stakeholders to enable sharing of information, whilst demonstrating integrity and sensitivity to confidentiality; Identifying areas of mutual benefit in working with other key stakeholders and build relationships to achieve service improvements across the Primary Care Trust ,directorate, council and other organisations	x				x		Interview/ reference
PROBLEM-SOLVING Using initiative to overcome problems	Analyse complex problems and identify and implement solutions which will be meet the needs of the majority of stakeholders	x				x		Interview/ testing
Achieving results	Develop flexible but robust medium and long-term plans making sure that standards are in place for effective communication, monitoring progress and measuring success	x					x	Interview/ reference
Managing risk	Demonstrate a highly developed ability to undertake risk assessments to ensure that proportionate and positive risk taking is applied to all situations with the services	x					x	Interview/ testing
Facilitating and Managing change	Develop strategies for change which takes note of barriers and risks, and the appropriate monitoring required: putting in place a specific programme, including the necessary resources, supporting mechanisms and communication structure to ensure the planned service improvements are positively managed and implemented	x					x	Interview/ reference
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Demonstrate the ability to work autonomously, to set own direction, but also to incorporate into service planning, national and corporate direction when required	x					x	Interview/ testing/reference
Managing people								

Managing financial resources	Prepare, agree and monitor a budget to achieve goals and aims, taking timely action when there are unforeseen developments and drawing on internal or external expertise when necessary, to ensure value for money and financial balance.	x			x		Interview/ testing/reference
Values and culture							

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements which include communication, respect for others, customer service, drive for results, delivering the promise and continuous personal development.

SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.

In addition for those posts with management responsibilities the competencies will include managing self and personal skills, providing direction, facilitating and managing change, working with people, using resources, achieving results, promoting policy, values and culture, customer service and health and safety.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Job holder	Signed Line Manager	Signed Assistant Director	
Print Job holder	Print Line Manager	Print Assistant Director	Date

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