



JOB DESCRIPTION

Job Title:	Contracts Manager
Directorate:	Finance
Location:	Agile working from Tower Hill London, and home working
Reporting to:	Head of Procurement
Responsible for:	1 x Contracts Officer

PURPOSE OF THE JOB

A new role responsible for managing high value and important contracts within our organisation and adopting best practice contract management processes. As contract manager, you'll need to ensure suppliers conform to contractual terms, SLA's and KPIs and resolve and identify key areas of opportunity. The purpose is to maximise commercial and service benefits, whilst minimising risk and delivering continuous improvement.

KEY RESPONSIBILITIES

- Provide contract management expertise to the Leadership team and the executive in the management of suppliers both pre-contract and post-contract.
- Develop and implement long-term strategic project plans, assessing cross-organisational operations and risk.
- Deliver savings through a robust risk and issue management process.
- Implement and maintain new policies and procedures and ensure best practice contract management processes are continually developed.
- Analyse internal processes and performance.
- Understanding of new technologies, trends and their challenges.
- Develop, measure, and monitor KPI's and SLA's for categories of expenditure through supplier reviews.
- Improve supplier performance through internal feedback.
- Monitor compliance with supply agreements by requesting supplier reports.
- Manage central agreements by maintaining a central register of contracts, pricing, details and documents.
- Develop and maintain processes for contracts that are due for renewal and provide feedback on recommended action.
- Maintain all systems information with current and updated supply terms.
- Support procurement in activities to improve the effectiveness and value of the supply chain.

Contracts and Agreements

- To ensure that contracts and agreements that fall within the responsibility of the contracts management team comply with St Mungo's policies.
- To ensure that all documentation required for managing these contracts and agreements are in place and in compliance with St Mungo's policy.
- To ensure efficient management of all contracts and agreements within the contract management team, driving continuous value for money improvements.

- To provide expert professional advice on St Mungo's supply contracts and agreements in respect of all performance and supply related issues.
- To undertake all duties and functions commensurate with contract management on individual cases as required to support the work of the Contracts Officer.
- To negotiate and develop complex contracts and agreements in accordance with legislative and regulatory frameworks: including the development of terms and conditions; fees and charges; performance management.
- To oversee and support the work of the Contracts Officer on a day-to-day basis.
- To provide the Head of Procurement such reports and updates on all contracts and agreements as may be required.
- To contribute to the development of St Mungo's contract management strategies, plans and policies.
- To work closely with the Finance team to ensure all contract commercials are financially viable.
- Suggest and implement improvements to systems used by the contract management team.
- To ensure the provisions of excellent customer service to all stakeholders in order to maximise customer satisfaction.

To Lead and Manage a Team

- To support the Head of Procurement in the recruitment and selection of new staff to the team.
- Developing performance targets and quality control measures for the work of the team, and monitoring team members' work to ensure that these are met.
- Supporting staff by setting clear objectives and holding individual supervisions regularly.
- Ensuring good communication between staff by holding team meetings regularly, and additional briefings as necessary.
- Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.
- Managing the workload of the team to ensure that adequate cover is provided at all times.
- Ensuring the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Defining (and reviewing from time to time) the roles of staff to ensure these support the function's aims and objectives.
- Operating St Mungo's disciplinary and grievance procedures where necessary.

Administration

- Take a lead role in ensuring that the central contract register for St Mungo's is accurate, up to date and maintained.
- To provide where applicable, records and information associated with the contract management within the remit of the contract management team.
- To attend relevant contract and project meetings and ensure all agenda's, notes and actions are documented and maintained.
- To create, maintain and deliver regular reporting on contract and the teams' performance.
- Review and make suggestions for improvements to the administrative systems, implementing changes with the agreement of the Head of Procurement.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Contracts Manager

Please use the application form or supporting statement to demonstrate your capabilities, in relation to the essential requirements in the person specification below. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities required for your application form:

1. Experience of using, and knowledge of the Procurement Act 2023 and public contract regulations.
2. Experience of dealing with a variety of categories of expenditure, such as professional services, IT systems, energy and insurance.
3. Experience of development, monitoring and management of contracts with significant financial value at a senior level.
4. Excellent verbal and written communication skills, with the ability to present information clearly and influence people at various levels within the organisation.
5. Relevant CIPS qualification, or proven equivalent knowledge gained through work experience.

The below Experience, Skills, Knowledge and Abilities will be assessed at different stages of the recruitment process:

6. Experience of development, monitoring and management of contracts with significant financial value at senior level.
7. Detailed understanding and experience of managing suppliers through supply agreements and service level agreements.
8. Experience of working in an environment of fast changing priorities, delivering high quality results.
9. Operational knowledge and commercial negotiation skills.
10. Good problem solving skills and able to anticipate risk and develop contingency plans.
11. Proven planning and organisational skills, with the ability to manage your own time and workload to deliver a high-quality service to customers whilst progressing specific tasks to support the effective running of the team.
12. Ability to provide motivational line management, support and supervision to staff with an understanding of effective techniques, processes and approaches to staff management.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality.
- For non-shift roles. Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.