

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing (ACCW)	Job Ref Number: 04339
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Service Area: Strategic Commissioning	Grade: G12
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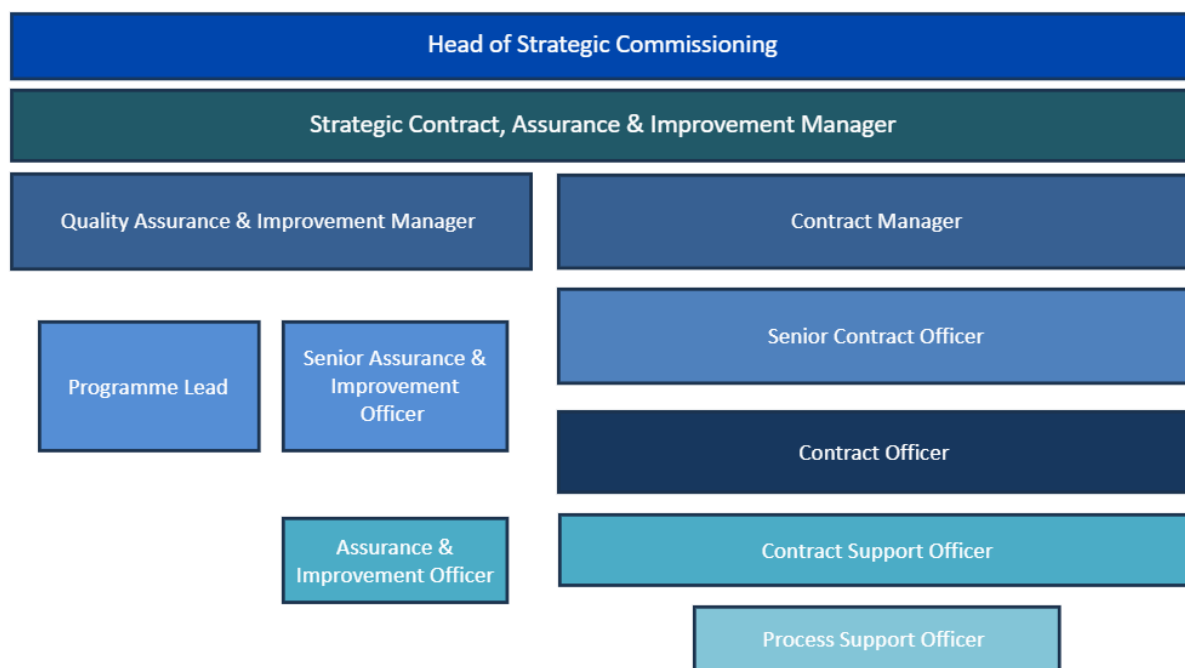
Job Title: Contract Manager

PURPOSE OF JOB:

To provide strategic leadership and expert oversight of complex and high-risk adult care and community wellbeing contracts, ensuring statutory compliance, financial sustainability, quality assurance and resilient markets.

The post will drive robust contract management, integrated commissioning, effective partnership working and service transformation to improve outcomes for residents and optimise Council resources.

TEAM STRUCTURE:



MAIN DUTIES:

The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required, but will include (or be equivalent in nature to) those listed below:

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| 1 | To work with Commissioning Leads/Senior Officers across Adult Care and Community Wellbeing services to ensure all aspects of strategic commissioning and contract management activities meet statutory responsibilities, national, regional and local requirements to mitigate commercial, relationship, |
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	safeguarding, financial, quality and other related market risks. This will include leading the development of practices to deliver integrated services, partner working protocols and cross-border procedures.
2	To take strategic responsibility for managing a dedicated service portfolio including high risk, complex and strategically significant contracts across a range of health and social care statutory and non-statutory services. This will include strategic oversight within allocated service portfolio for: - Effective and robust contract management across service portfolio in line with legal and statutory requirements, national and local minimum quality standards, contract management strategies, frameworks, processes and values. - Robust management and oversight of contract spend, costs and allocated budgets within contract portfolio, identifying and responsive to financial viability concerns and where possible, opportunities for additional value for money saving. - Proactively ensuring all Providers are held to account for efficient and effective, high quality, value for money service delivery. - Ensure obligation matrix and service level risk, issue and development logs are in place for commissioned services within portfolio. - Contract escalations within service portfolio, contract defaults, directing and supporting commissioning reviews, provider failure and continuity arrangements. - Service-related incidents/feedback including strategic oversight of safeguarding themes, poor practice concerns, complaints and serious incidents. - Contract mobilisation and contract exit arrangements. - Ensuring all contractual documentation is up to date with legislative requirements and change control procedures.
3	Collaboratively lead the development, implementation and review of contract management strategies, quality assurance frameworks and performance management processes to raise the quality-of-service provision.
4	Responsible for collating, and analyse contract monitoring activity, benchmarking costs, service improvements, efficiency gains and feed into commissioning programmes/projects to measure achievement against the commissioning outcomes as well as contributing to the Council's performance management framework.
5	Support the Council's statutory safeguarding and protection duties in accordance with contracts and the Councils internal procedures. This will include attending and contributing to Safeguarding meetings and supporting large scale provider enquiries as appropriate.
6	To be the Council's expert on the contracts within the post holder's responsibility in compliance with appropriate legislation, budgets and professional standards. This will include providing policy advice in respect of changes in legislation and national local trends. To contribute towards the development of Council corporate policies, procedures and practice.
7	Ensure that work undertaken throughout the commissioning lifecycle is in line with the requirements of the Corporate Risk Strategy, ensuring throughout each stage of the process that potential risks are identified, managed and minimised and escalated as appropriate.

8	Demonstrate, model and coach excellence in relationship management practice, developing and maintaining strong, strategic, positive working relationships to support collaboration across service areas, internal teams and with providers, key partners and system stakeholders. This will include developing partnership and collaborative working with regulators such as Care Quality Commission,
9	Continuously looking for synergies and service improvements in area of responsibility, challenging the way services are delivered, presenting creative alternatives, managing services within allocated budgets and identifying where possible, additional efficiency and value for money savings.
10	To represent the Council at a senior level and facilitate a range of high-level negotiations including dispute resolution, pricing, referral and allocation agreements between Partner Agencies and Providers as required. This will include developing and maintaining senior level relationships with strategic service providers supporting all contract and market related engagement.
11	Represent Lincolnshire County Council at internal and external meetings, seminars, training workshops and other related functions as required. Participate in any regional or national initiatives to share information on contract management, quality, risk management, commissioning and benchmark performance levels for the delivery of Council services.
12	Deliver specialist contracting input, intelligence and advice to commissioning programmes and projects. This will involve: - Contributing to the development and implementation of commissioning strategies and plans, ensuring that contracting issues and market considerations are fully addressed. - In collaboration with the Commissioning, Market Shaping and Procurement Officers, contribute market management insights and information to inform commissioning intentions and develop innovative market initiatives to support commissioning strategies and plans. - In conjunction with Commissioning, Procurement and Market Shaping Officers, support collaborative market management, shaping and engagement with providers within portfolio and relevant service category. - Strategic review of contracted services to support re-commissioning/de-commissioning decisions and service design. - Contribution and review of service specifications, design of contract management arrangements and appropriate contract terms and mechanisms. - Leading the design of performance management mechanisms within contracts including key performance indicators and provider data return requirements. - Contributing to collaborative development and embedding of new ways of working and organisational transformation.
13	To write complex Council Executive reports, briefing papers and presentations for a wide range of audiences on policy, strategy and operational issues including with regulated provision. The role will also engage with Elected Members/Senior Management and attend Executive, Scrutiny and relevant Committees.
14	Proactively take personal responsibility for remaining up to date and compliant with all relevant legislation, national policy, organisational procedures and policies, best practice, guidance, development and innovation within the broader health and social care sector and contract management discipline. Contribute to

	shared learning, professional development, training and coaching of colleagues and partners as appropriate.
15	The post holder is responsible for the planning, co-ordination and management of team resources including decisions on recruitment, conduct and capability issues of staff working across the designated service portfolio. The post will provide line management and professional supervision to Senior Contract Officers (Grade 10) as required, including planning, checking, allocating work, appraisal and dealing with day-to-day capability and conduct to meet the overall requirements of the service. The post will also provide strategic and day-to-day leadership as appropriate to deliver the team priorities and work plan. Coaching and mentoring teams and colleagues as appropriate to embed new ways of working and thinking. Deputising for the Strategic Contract, Assurance and Improvement Manager as appropriate and necessary. Demonstrate and positively model behaviours aligned with the Council's values in all aspects of work activities, duties and responsibilities.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
The post holder will be expected to be an expert procurement and commissioning professional and educated to degree level. This may be a member of the Chartered Institute of Purchasing and Supply (CIPS), Government Commercial College Contract Management Capability Programme (CMCP) Practitioner Level, Commissioning qualification in Health and Social Care or otherwise demonstrate equivalent knowledge through experience. Qualified in a recognised project management methodology or capable of demonstrating equivalent knowledge through experience. Be an experienced manager who must demonstrate through experience through knowledge and experience that they can effectively carry out the duties of the post.	A/I	X	
The post holder will be expected to have a minimum of five years' practical experience in commissioning, procurement and/or related discipline.	A/I	X	
Ability to work at a strategic level and understand the policy context across different organisations	A/I	X	
Knowledge and experience of strategic commissioning processes particularly in respect of	A/I		X

commissioning the care and well-being of people related services			
Knowledge and understanding of partnership arrangements of local authorities with health care agencies	A/I	X	
Knowledge and understanding of the health and social care Provider market	A/I/P	X	
Knowledge and understanding of recent legislation and trends in health and social care	A/I	X	
Ability to operate effectively with a wide range of Partners across the health and social care sector including implementing decisions	A/I	X	
Experience of managing a range of complex activities to deliver success and timely outcomes	A/I	X	
Ability to develop, manage, monitor and support joint working initiatives	A/I	X	
Proven experience in establishing new service provision and management of the transition to business-as-usual service delivery	A/I	X	
Ability to measure outcomes and relevant performance indicators, review the performance of services and develop plans to improve service delivery	A/I	X	
Ability to communicate effectively both verbally and in writing with Senior Managers, Individuals, Cares and Providers across the spectrum	A/I	X	
Experience in managing and building on customer feedback to drive service improvements	A/I	X	
The ability to establish strong positive relationships across multiple organisations at all levels including elected members	A/I	X	
The ability to influence others effectively	A/I	X	
Proven experience of writing clear and precise written reports and delivering presentations for a wide range of audiences	A/I	X	
Knowledge/experience in managing large complex budgets	A/I		X
Advanced negotiation skills and the ability to analyse high volumes of complex data	A/I		X
High level interpersonal skills including tact, diplomacy and sensitivity and persuasion	A/I	X	
Ability to lead and motivate a cross-functional team to achieve improvements in performance and changes in culture and practice	A/I	X	
Able to manage a substantial workload of complex matters	A/I	X	
Contributes positively to continuous improvement of commissioning	A/I	X	

Enthusiastic and able to work on own and as well as within a team. Be able to stay calm under pressure	A/I	X	
Able to work as an integrated part of the wider Strategic Commissioning Unit, being supportive of colleagues and management	A/I	X	
Able to devise, prepare and deliver training	A/I	X	
Ability to use a range of IT applications and manage data	A/I/T	X	
Be comfortable working with ambiguity and uncertainty	A/I	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.