

## JOB DESCRIPTION

<b>Job Title</b>	Contract Manager (FM Property)		
<b>Service</b>	Regulatory and Operations		
<b>Reporting to</b>	Contract and Risk Manager		
<b>Grade</b>	12		
<b>Evaluation ref:</b>	TR0015	<b>Job Family ref:</b>	
<b>Role purpose</b>			
<p>The purpose of this role is to support the Contract and Risk Manager in delivering value, efficiency and compliance across a diverse portfolio of premises management and building maintenance contracts, including the Council's PFI arrangements. The postholder provides professional and technical oversight to ensure contracts are effectively procured, managed and optimised, contributing to service performance, cost control and long-term sustainability.</p> <p>The role leads the development and delivery of a structured contract management programme, overseeing team activity and ensuring effective supplier performance, governance and risk management. Working collaboratively with colleagues, stakeholders and suppliers, the postholder drives continuous improvement through contract review, re-procurement and consolidation activity, ensuring services are delivered in line with organisational priorities and statutory requirements.</p>			
<b>Accountabilities</b>			
<b>Operational Delivery</b>			
<ul style="list-style-type: none"> <li>Oversees the provision of a wide range of contract management activity, and a programme of consolidation, specification and re-procurement of premises and maintenance contracts.</li> <li>Uses technical skill and experience to resolve commercial and performance issues escalated or supports staff team to resolve issues.</li> </ul>			
<b>Procurement, Contract management and Sourcing</b>			
<ul style="list-style-type: none"> <li>Develops and implements a programme of contract reviews, terminating and / or re-procuring supply arrangements to drive value and consolidate legacy contracts.</li> <li>Acts as the contact for a wide range of suppliers, manages relationships with suppliers at an operational level.</li> </ul>			
<b>Asset Records &amp; Performance Reporting</b>			
<ul style="list-style-type: none"> <li>Ensures that the council's corporate Asset Management System is updated and maintained accurately within area of responsibility.</li> <li>Oversees and is accountable for the effective maintenance of contract records and documentation within area of responsibility.</li> <li>Develops monitoring and performance management systems for Contract management across the service.</li> </ul>			

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- Ensures that issues are highlighted to senior departmental managers as appropriate and that remedial actions are tracked.

### **Budget Management & Governance**

- Responsible for effective financial management of contract spend within area of responsibility. Supports finance staff in forecasting contract costs and setting budgets.
- Ensures review and re-procurement of contracts are governed effectively and in accordance with council procedures and procurement legislation.

### **Resource Allocation**

- Responsible for developing direct reports and wider team, providing support and guidance and planning, managing and allocating work to develop experience.
- Works with other managers to ensure that resources available are deployed effectively and optimised to deliver contract re-procurement or review exercises, matching skills to project requirements. Leads, supervises and allocates tasks for review, re-procurement and consolidation work.

### **Organisation & Planning**

- Develops and implements procedures to manage own and team performance and ensure targets are met. Demonstrates an understanding of how their own work contributes to the service's broader targets
- Plans ahead to meet priorities with competing deadlines
- Manages outcomes of risk reviews to improve / protect the Councils liabilities
- Confident in seeking advice when required
- Manages interruptions efficiently and in a calm manner, providing advice, direction or support as appropriate
- Demonstrates an ability to use initiative and judgement recognising what is important, identifying sensitive issues and taking appropriate action.

### **Interpersonal Skills**

- Confident and approachable – interacts and converses easily with people at all levels
- Ability to listen and respond to others demonstrating tact and skill in dealing with people. Provides support and direction to others both internally & externally showing assertiveness when needed.
- Develops networks in order to share good practice
- Researches & presents options to others to assist resolve issues
- Demonstrates an interest in motivating others
- Actively seeks out feedback in order to improve standards of service
- Demonstrates sensitivity and respect for individual rights and cultural needs. Actively promotes principles of equality and diversity

### **Analysis & Problem Solving**

- Demonstrate ability to research, gather and present information in accordance to the requirements of the original brief

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- Actively undertakes performance monitoring and management of service partners
- Demonstrates an understanding of resource management and its consequences

### Communication Skills

- Communicates clearly and accurately both orally and in writing to enhance understanding and facilitate decision making
- Selects appropriate methods of interaction, making effective use of electronic media respecting confidentiality at all times
- Demonstrates an understanding and sensitivity to others
- Prepares information which meet the needs of a range of audiences
- Regularly communicates complex and technical information in a way that is easy to understand.

### Knowledge Management

- Develops job knowledge and expertise through commitment to continual professional development, e.g. attendance on external and internal training, on the job training, occasionally undertaking activities at a higher level etc
- Demonstrates an interest in developing an understanding of the broader context in which the service operates and how the interactions with others are necessary to service development.

### Impact

Contract management portfolio covers 20-25 significant contracts + c. 40-50 small / legacy arrangements. Likely to be responsible for overseeing or directly managing 5-10 complex review, re-negotiation or re-procurement exercises concurrently.

Responsible for co-ordinating / instructing a wide range (c. 20-30) of internal stakeholders and suppliers.

### Knowledge / Experience / Skills

	Essential	Desirable	
<b>Knowledge</b>			
Contract management	X		
Budget management		X	
Knowledge of procurement processes		X	
<b>Experience</b>			
To have developed spreadsheets from concept to implementation	X		
To have worked in contract management administration.	X		

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To be confident in the use of IT software.	X		
Good competency in Excel.	X		
To be familiar with property asset management software.		X	
To have worked with and manipulated large volumes of data.		X	
<b>Qualifications / Registrations / Certifications</b>			
NVQ level 3 Business Administration or ICT area	X		
IT Data Management.	X		
<b>Skills</b>			
Methodical approach with an eye for detail and good personal organisation.	X		
Good ICT skills	X		
Analytical skills, good communication skills and Organisational skills.	X		
Positive, committed, adaptable, thorough and confident approach.	X		
Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care	X		
Innovative and creative approach to service improvement and value.		X	
<b>Working Conditions</b>			
<b>Working Arrangements</b>			
Somerset Council's dynamic Working Strategy will be applied to this position			
<b>Corporate Responsibilities</b>			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: 08.08.2024