 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Contracts and Performance Manager		
Service	Place and Growth, Environment and Safety	Team	Environment and Safety
Location	Shute end, Sites within borough and home as required due to the needs of the service		
Reports to	Assistant Director of Environment and Safety		
Responsible for	Managing the Contract and Performance of contracts to the value of £20m p.a: <ul style="list-style-type: none"> • Waste Collection Contract • RE3 contract • Grounds Maintenance contract • Street Scene Contract • Other contracts within the service as required. 		
Grade	Type of position:		Date
11	Permanent - Full Time		22/02/2024
This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.			
<u>Service Purpose</u>			
<p>Environment and Safety are a service that deliver waste and recycling, grounds maintenance, street scene, RE3 and other contracts related to various parts of the service. To ensure good governance, compliance with Council and NEC contract conditions and to ensure performance, value for money, efficiency, and compliance to ensure confidence of the Council and its key stakeholders is maintained. Ensure appropriate governance and transparency of the contracts, and to highlight or escalate issues as required from a performance, audit, financial or legal perspective to protect the councils' interests and contractual position.</p> <p>Administer the respective contracts and performance of the contracts Contract NEC3 Term Services Contract (TIC) or other contact forms as the role of Service Manager as designated in the contract(s) between various providers on behalf Wokingham Borough Council (WBC). Noting there is a Service Manager for each contract.</p> <p>To manage external consultants appointed to undertake contract Commercial Management services.</p> <p>To liaise internally with Service Managers and key internal stakeholders (legal, finance, audit, Scrutiny etc.) and other WBC internal service teams.</p>			

Purpose of the role

The Contracts and Performance Manager has the responsibility to discharge duties of the service manager under the (TSC or other contract format) in spirit of mutual trust and co-operation. Ensure delivery of the obligations in the Contract(s) and the agreed Contractors plan, providing reports, data, analysis, and performance reports to governance groups as detailed and specified in the contract and within the organization as required.

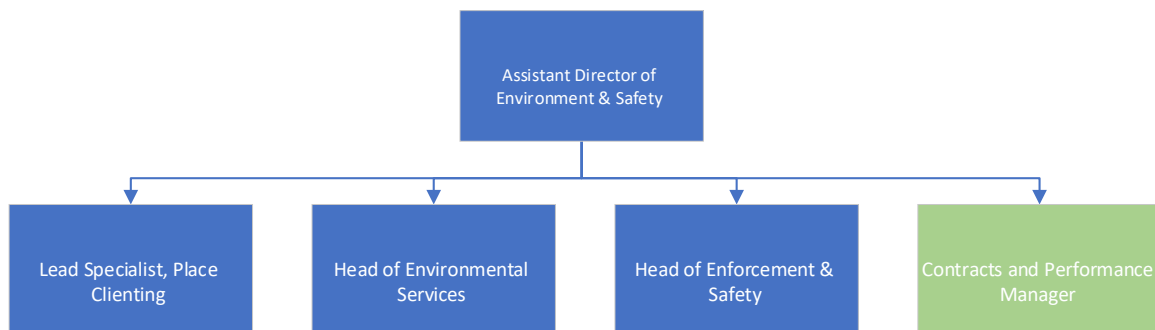
The role will require you to improve and develop contract and supplier performance, influencing changes which result in greater value for money against the contracts. Monitor overall contract compliance and performance and conduct resolution of any contractual issues as required. Also, the provision of data, analysis, performance reports to inform opportunities and efficiencies with the contract and to provide confidence to the wider council.

Main Accountabilities

1	Ensure governance and transparency of the contracts, and to highlight or escalate issues as required from a performance, audit, financial or legal perspective to protect the councils' interests and contractual position.
2	Strong market and contractual awareness to advise and support best value for money from of current and future. contracts. Develop capacity and capability across the councils' contract interests, to demonstrate, efficiency, performance, compliance, and <u>effective governance of all our contracts</u> .
3	Interrogate and analyze data and information to audit and forecast future contract performance and monitor the Contracts agreed delivery plan including amendments to plans. Putting our residents 'the customers' experience at the forefront of outcomes against the performance.
4	Lead the detailed specification and planning to oversee the procurement of new, renewals or changes to contracts on behalf Environment and Safety as required.
5	Act as the lead consultant for new initiatives or market opportunities and use established networks and expertise to bring challenges to establish savings and greater value for money. Improve processes to ensure stringent controls against work instructions alongside spend controls within the terms of the contract.
6	Assess payment of each assessment interval and manage the application process on behalf of the employer. Ensure the contractor notifies compensation events in good time so that the council is not disadvantaged.
7	Communicate and issue documents as required by the TSC. Manage risk and review risks with all relevant parties and generate risk mitigation plans to resolve commercial, contract or performance issues.
8	Review and maintain adherence to contract and monitor overall contract compliance. Work with other members of the service and wider teams within the council to resolve contract issues and provide advice on contract matters, or draft new processes for efficiency or general contract improvement.
9	Performance management and monitoring of contracts, including KPIs, to ensure that the services are delivered efficiently and cost-effectively to end users and residents.
10	Promote and develop effective partnership working with other services in the Council, and other Councils and agencies to ensure efficient delivery of the services services.
11	Strong understanding of cost and pricing techniques to challenge and ensure value for money within the contract.
12	Support colleagues in the service and wider council in developing systems, processes and training to ensure the contractual improvement and outcomes of all contracts.

Supervision Received	Annual Appraisal Fortnightly one to one Fortnightly Heads meeting
Supervision Given	n/a
Contacts & Working Relationships	Internal and external customers legal, audit, communications, and procurement officers Suppliers Members Contractors <i>Be required to assist with Governance boards to discharge their duties and prepare reports for the service manager as required, including:</i> <i>Exception reports Issues Reports</i> <i>Highlight and flash reports</i>
Management of resources or budget	Responsible for achieving best value from the contract ensuring that all payments made are validated through due process.
Special Factors	<i>Ability to travel around borough on occasions for site visits.</i>

Organisation Chart



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • Membership of an appropriate professional institution • Professional qualification in Contract • Management or a related discipline, or equivalent levels of skills or knowledge • Project Management • Relevant legislative and regulatory frameworks experience and knowledge 	
Technical Skills.	Essential	Desirable
	<ul style="list-style-type: none"> • Familiar and good working use of core Microsoft applications including Teams, SharePoint, excel, PowerPoint, and word 	<ul style="list-style-type: none"> • Ability to use, develop and apply IT to the service to improve it.
Knowledge	Essential	Desirable
	<ul style="list-style-type: none"> • Market knowledge and significant expertise in contract supplier management under highways and construction. • Detailed knowledge of procurement practices used in service contracts, including forms of tender, conditions of contract and forms of partnership. • Knowledge of dealing with contractual issues and disputes in outcomes or performance 	<ul style="list-style-type: none"> • 10 years or more experience in highways contracts management
Experience	Essential	Desirable
	<ul style="list-style-type: none"> • Proven experience of optimizing the best value for money strategies, • Experience of contract management within local authorities or contractors to local authorities. • Strong Market Contractual awareness and performance vs value knowledge • A good level of commercial and business acumen with a proven record in delivering contract improvements. • Experienced in procuring contracts for operational local authority serves 	<ul style="list-style-type: none"> • Proven record in handling tough negotiations, contract performance.

Other		Essential	Desirable
		<ul style="list-style-type: none">Professional, confident, responsible, conscientious, highly organized, and self-motivated.	
<i>Driving License</i>		<ul style="list-style-type: none">Clean full driving license	
Completed by:	Steve Brown		Date: 22/02/2024