



## Job Description

<b>JOB TITLE</b>	<b>Contracts Manager (Place Category)</b>
<b>LOCATION</b>	Hybrid working, a minimum 2 days per week at Head Office in Salford
<b>SALARY</b>	Competitive, depending on knowledge, experience and skills.
<b>ROLE TYPE</b>	Permanent, full time

### Statement of Job Purpose

Working within the Contracting team, you will be responsible for amongst other duties, managing the complexity and demands of CPC's highly successful Building Cleaning and other associated "Place" related portfolio of frameworks. The Building Cleaning framework is one of our strategically important services and will require you to manage any risk, relationships and service levels, so our members receive value for money and supplier relations are developed and managed and the frameworks continues to grow within the education and wider public sectors.

You will be responsible for a portfolio of frameworks and the delivery of the whole procurement cycle from business planning, pre-market engagement, end-to-end tendering, contract management, stakeholder engagement and managing the overall performance of assigned frameworks.

You will also provide mentoring support to the Senior Procurement Officers & Procurement Officers as well as providing a full and professional procurement service to all members, covering the acquisition of any goods or services under Framework Agreements and Dynamic Purchasing Systems (DPS).

### Main Duties and Responsibilities

#### Procurement

1. Lead in developing and implementing "Place" category management strategies which maximise value for money for members.
2. Manage and monitor assigned agreements in line with the Contract Management procedures.

3. Assist with and implement a Contract Management Improvement Programme by setting and maintaining standards for contract management across all strategic contracts within the portfolio of frameworks
4. Help establish working practices within the Contracting Service to embed a culture that supports a Centre of Excellence that builds capability, shares best practice, and drives continuous improvement across all business areas.
5. Develop, issue and evaluate all tender documentation in line with public sector procurement regulations in the designated category areas.
6. Develop detailed & robust tender evaluation criteria & methodology with support to meet the requirements of the Place category.
7. To be proficient in the operation of compliant performance measurement systems including tender evaluation methodology.
8. Conduct periodic framework and supplier reviews to determine efficiency of operations, promote good working relationships with suppliers and improve performance.
9. Work closely with suppliers, procurement, support and finance teams to monitor framework supplier performance, manage compliance, contract variations and ensure robust commercial controls are monitored and reported to seniors.
10. Work with CPC members, as well as new and incumbent suppliers to conduct pre procurement market testing to gain an understanding of supply circumstances against member needs. Considering variables such as price, legislation and market dynamics and seeking senior input to suggest altering the strategy as required to adapt to market forces.
11. Obtain and continually develop market knowledge on assigned frameworks through appropriate training, networking and ongoing experience.
12. Identify innovative and creative ways to drive value and supplier interest and loyalty to CPC frameworks.
13. Clear and regular liaison with the marketplace and existing framework suppliers is a key task for the role and proactive communications and championing CPC frameworks with suppliers is essential.
14. Develop detailed guidance and promotional material including the provision of further competition, user guide and evaluation template documents to assist members to undertake compliant call-offs.
15. Answer internal and external queries, using professional procurement techniques to help provide a full procurement advisory service, dealing with all member queries in a professional and courteous manner.
16. Provide a contact point for the suppliers undertaking comprehensive supplier relationship management techniques including supplier visits where appropriate, to maximise supplier engagement with their agreements.
17. Ensure the delivery of the end-to-end contract management covering all stages of framework lifecycle from original design, through to procurement, award of framework, framework management and framework renewal.
18. Progress tenders through to award and enter into a contract for the delivery of the framework to members.

19. Provide professional advice and assistance to all members in respect of resolving any problems arising from their use of contracted framework and DPS suppliers.
20. Work with colleagues in our Marketing and Communications function to support the marketing activities for assigned frameworks and services.
21. Develop and maintain professional relationships with relevant consultancy colleagues within the organisation to maximise their use and engagement with the frameworks
22. Provide spend forecasts for the assigned frameworks with support.
23. Be proactive in learning, researching and developing their understanding and knowledge of the public sector cleaning market.
24. Support the on-going development of the Senior Procurement Officer's, Procurement Officer's and Trainees within the team.
25. Undertake or assist other members of the team in presentations, webinars, seminars and training sessions as required.
26. To work collaboratively with colleagues across the Group fostering Group values in support of the teams achieving corporate objectives.

#### **Other Duties and Responsibilities**

27. Support the on-going development of the contracting programme.
28. Become proficient in the use of all relevant procurement software, including the operation of the Group's preferred electronic tendering software and other related systems.
29. Draft reports, prepare and deliver briefings, presentations and training as required.
30. Attend meetings, conferences and other events fully representing the Group. Be prepared to undertake occasional travel relevant to the requirements of this role across the UK.
31. Through the use of Continuous Professional Development (CPD), attendance of relevant training and proactive research, keep abreast of any changes in public sector procurement and contracting/procurement procedures and legislation particularly in light of the new procurement reforms.
32. Undertake other duties as prescribed by the Contracting Management Team.

## Person Specification

Taken from the CPC Procurement Competence Framework, specific to the role of Contracts Manager. Candidates should demonstrate in their written application, how they meet the Person Specification through experience and qualifications.

Criteria	Key Competencies	Outcomes
<p><b>Procurement Fundamentals</b>  <i>You are routinely working independently and providing guidance and support to junior colleagues. You are increasingly seen as an authority on procurement and a go-to person for colleagues, clients, and members.</i></p>	<ul style="list-style-type: none"> <li>You apply the basics of public sector procurement to all aspects of your role.</li> <li>You have developed robust systems and procedures, enabling you to deliver the services you provide and/or enable clients and members to deliver these services.</li> <li>You are seen by colleagues, clients, and members as a trusted source of support and advice and support junior members in developing their skillset.</li> </ul>	<ul style="list-style-type: none"> <li>Your work is completed independently of management support and to a consistently high standard of provision and accuracy.</li> <li>You apply all aspects of the fundamentals of procurement in your role and these are embedded as second nature.</li> <li>You can manage junior colleagues to successfully deliver against their targets and contribute to service development.</li> </ul>
<p><b>Procurement Planning</b>  <i>You are a category expert and have a full appreciation of the supply market supporting the education sector. You are confident when working with stakeholders to define need and determining routes to market.</i></p>	<ul style="list-style-type: none"> <li>You are seen as an expert in the education supply market, capable of advising clients and working closely with supplier to inform the procurement process.</li> <li>You can determine strategies for sourcing and relate these strategies to member and client need.</li> <li>Procurement planning is an integral part of your work with members and clients.</li> </ul>	<ul style="list-style-type: none"> <li>Awarded contracts are informed by member/client need and the supply market.</li> <li>Members and clients are confident that you focused on and supportive of their outsourcing needs.</li> <li>You instil in all stakeholders the benefits of procurement planning and demonstrate outcomes which improve both the</li> </ul>

		CPC offer and stakeholder support.
<p><b>Tendering &amp; Award</b> <i>You are an experienced procurement professional with a detailed understanding of members/clients' needs, with appropriate category knowledge. You can develop higher value frameworks and contracts on behalf of stakeholders.</i></p>	<ul style="list-style-type: none"> <li>You can develop and tender high value framework and contracts.</li> <li>You can support members and clients to define requirements and set specifications.</li> <li>You can support members and clients to determine contractual requirements and embed them into the tender and award process.</li> </ul>	<ul style="list-style-type: none"> <li>You appreciate the wider contracting requirements of our members and clients and can confidently support their needs.</li> <li>You have a broad understanding of the role that the tender and award process brings to the successful provision of stakeholder requirements.</li> <li>Frameworks and contracts are awarded in a timely manner without supplier challenge.</li> </ul>
<p><b>Contract Management</b> <i>You promote the active management of contracts with colleagues, members, and clients. You use spend analysis to inform contract management processes. You actively manage contract KPIs and ensure supplier compliance with contract conditions.</i></p>	<ul style="list-style-type: none"> <li>You are confident in the management of contracts with all stakeholders.</li> <li>You can demonstrate the benefits of contract management to members and clients.</li> <li>You can ensure contract management compliance with all stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Contract management is part of your working routine, and you see it as an integral part of the procurement process.</li> <li>Your contracts and those of your stakeholders are actively monitored through KPIs and regulatory compliance.</li> <li>Learning from contract management informs your procurement planning and your pipeline of work.</li> </ul>
<p><b>Wider Professional Skills</b> <i>You apply regulatory and wider business practices to your processes, and this is reflected in the conduct of your procurement activity. You can use risk management techniques</i></p>	<ul style="list-style-type: none"> <li>You can apply terms and conditions appropriate to the subject matter of the contract with little additional support.</li> </ul>	<ul style="list-style-type: none"> <li>Your awarded contracts reflect and protect member and client requirements and outsourcing activities.</li> </ul>

<p><b><i>and develop business cases to inform stakeholders as part of procurement decision making processes.</i></b></p>	<ul style="list-style-type: none"> <li>• You can negotiate with stakeholders to ensure best value outcomes aligned to member and client business requirements.</li> <li>• You can advise members and clients on their regulatory obligations and gain buy-in to improve stakeholder performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Your awarded contracts capture national and local procurement policy requirements.</li> <li>• You can support members and clients to build business cases for higher value / complex outsourcing requirements.</li> </ul>
<p><b><i>Stakeholder Facing Skills You are developing your consultancy skills, and seen by members, clients, and suppliers to be a trusted advisor upon whom they can rely for guidance. You regularly present to a range of stakeholders and are confident to represent the CPC.</i></b></p>	<ul style="list-style-type: none"> <li>• Excellent presentation skills.</li> <li>• Confident in presenting technical information to members and clients.</li> <li>• Able to work collaboratively with wider stakeholders in the delivery of procurement services and advice.</li> </ul>	<ul style="list-style-type: none"> <li>• You understand our members' and clients' requirements, delivering services in a professional manner reflective of the CPC brand and core aspirations.</li> <li>• You are regarded by wider stakeholders as a go-to person to assist them with their support requests.</li> <li>• You begin to generate opportunities for growth through the delivery of excellent customer service and technical advice.</li> </ul>
<p><b><i>IT and Management Skills You are proficient in all aspects of the IT systems and portals required for your role and are managing / mentoring junior colleagues, refining your recruitment and relationship management skills both internally and with members and clients.</i></b></p>	<ul style="list-style-type: none"> <li>• You can manage both your own workload and oversee the workload of junior colleagues.</li> <li>• You are in regular contact with members, clients, and suppliers, using information obtained to inform your work and the wider business.</li> </ul>	<ul style="list-style-type: none"> <li>• You can work closely with members, clients, and suppliers with little or no management oversight.</li> <li>• You confidently understand the qualities required when considering recruitment of junior colleagues.</li> </ul>

	<ul style="list-style-type: none"> <li>You manage the performance of junior colleagues and/or support member and client stakeholders to undertake the work required to support the procurement functions you provide.</li> </ul>	<ul style="list-style-type: none"> <li>You take responsibility for the quality of work delivered not only by yourself but by others upon whom you rely.</li> </ul>
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### Disclaimer

The job duties, elements, responsibilities, skills, functions and the requirements and conditions listed in this job description are representative only and not exclusive of the tasks that any employee may be required to perform. Whilst the role of Contracts Manager is based at the CPC's head office in Salford, employees must be prepared to undertake a limited amount of travel around the UK, when the role dictates, and work flexible hours as required to ensure business needs are met. The Job Description will be reviewed annually as part of the performance review process and Crescent Purchasing Consortium reserves the right to revise this job description at any time.

**Crescent Purchasing Ltd is an Equal Opportunities Employer and committed to Equality and Diversity.**

