

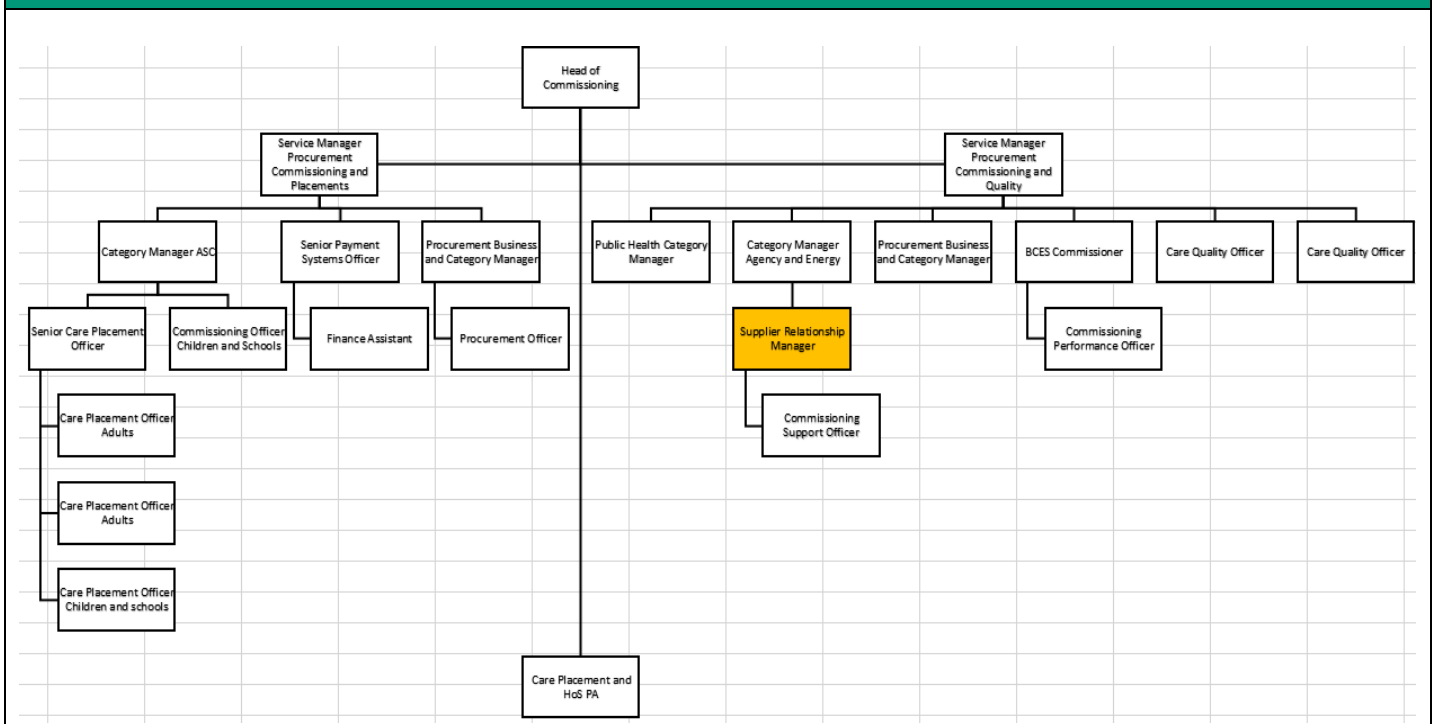
# Job Description and Person Specification

<b>Job title:</b>	Supplier Relationship Manager
<b>Directorate:</b>	Resources
<b>Service:</b>	Commissioning and Procurement
<b>Team:</b>	Commissioning Procurement and Quality
<b>Post number:</b>	04831
<b>Salary grade:</b>	J
<b>Work location:</b>	Market Street Offices
<b>Reports to:</b>	Category Manager Agency & Energy
<b>Supervises:</b>	Commissioning Support Officer

## Job Purpose

To deliver supplier relationship management activities across the Council where Commissioning has the mandate to support and deliver this function; monitoring a range of contracts in line with the Council's agreed compliance standards. Leading on the structured engagement across all levels of spend where required. The role will lead the identification and delivery of 'in contract' efficiencies, identifying and implementing models of good practice where appropriate. This post will manage the work of the Commissioning Support Officer to ensure that all procurement management systems are updated, which track the contract timescales and define the annual programme of tenders.

## Structure Chart



## Main Duties and Responsibilities

- To assist the Category Manager in developing and driving a range of supplier relationship management approaches across the portfolio of contracts within the Commissioning and Procurement Service, and across the Council where identified.
- To develop an effective supplier relationship approach to proactive contract management whereby the council works closely with top spend suppliers to plan future initiatives.
- To deliver relevant management reports detailing supplier relationship management outcomes and areas that value can be added to the Council.
- To manage the workload of the Commissioning Support Officer, ensuring that: the procurement systems are up to date with all contract details; schools helpdesk funding (received through SLA online) is managed through relevant sub reports where applicable.
- To monitor a portfolio of contracts/agreements held by the Council with external providers, external and internal providers, and voluntary sector and ensuring compliance/performance issues are addressed appropriately.
- To assist in developing effective systems for monitoring contract performance through close liaison with Service Managers, staff and service providers.
- To develop effective monitoring systems for care services and implementing procedures for measurement of contractual performance.
- Report on contractual key performance indicators as part of regular contract meetings.
- Support the Category Manager or Service Manager by providing or contributing to regular management reports e.g. commissioning activity as part of the Approved Provider List, Comensura or energy contract management outcomes
- To provide technical expertise to staff relating to contract management and review.
- To develop contract management documentation that can be used as a template by service areas to encourage more effective contract management across the council.
- To co-ordinate and manage links between the department and voluntary organizations in receipt of funding.
- Responsible for the collation of contract performance data and continual development of close links with internal departments including Finance.
- To undertake the preparation of reports to develop management information resources.
- To ensure that contract files are maintained in good order and up to date and manage timetables for effective contract monitoring with service providers.
- Support gathering of market intelligence through financial appraisal of council suppliers.
- Maintain awareness of relevant developments in national and local policy, and best practice.
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
- To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others to comply with the WBC Health and Safety policy and any service-specific procedures/rules that apply to this role.
- To undertake duties as required which may from time to time be necessary, compatible with the nature of the post.

### Scope (impact on/control of resources, people, money etc)

Impact: this post will be responsible for contract management of a range of contracts with third party suppliers corporately across the Council

Employees: this post is directly responsible for line management of the Commissioning Support Officer post and any sub-reports.

Decisions: post holder is expected to work with limited supervision and must be able to work in a flexible manner to ensure that changing priorities are addressed.

Budget responsibility: post holder will have a significant impact on areas of addressable spend within the Council

### Person Specification

Qualifications	Essential/ Desirable	Internal use only
Degree standard education or relevant qualifications or experience across Procurement, Commissioning, Contract Management and Supplier Relationship Management.	E	1
Supplier Relationship Management qualification	D	1
Chartered Institute of Purchase & Supply qualified	D	2
Project Management Qualification	D	3
<b>Experience</b>		
5 years' experience in any of the following areas: Procurement, Commissioning, Contract Management or Supplier Relationship Management.	E	1
Experience of working in a setting where confidentiality is paramount	E	2
Experience of joint working with other agencies	D	1
<b>Knowledge and understanding</b>		
Sound knowledge and understanding of procurement lifecycle, and the implications for contract management	E	1
Understanding of the local government environment	E	2
<b>Skills and abilities</b>		
Ability to demonstrate experience of negotiation of complex and business critical contracts and services	E	1
Excellent influencing skills, via written and verbal communication	E	2
Ability to work collaboratively at all levels, both internal and external to the Council.	E	3
Ability to manipulate, analyse and interpret data via excel and other formats as required	E	4
Ability to use Outlook, and a web browser to access information	E	5
Ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	6
<b>Work-related personal qualities</b>		
Ability to work in a changing organisation and environment.	E	1
Excellent organisational, communication and presentation skills.	E	2
Self-motivating.	E	3
Ability to negotiate with Internal/External providers to manage progress against improvement plans	E	4
Ability to respond to changing compliance/quality requirements as a consequence of changes to Government Legislation.	E	5

<b>Other work-related requirements</b>		
Ability to attend meetings or training events at any site.	E	1
Full driving license	E	2
DBS Check?	No	n/a
Politically restricted post	Yes	n/a
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	3