

Contract Management Officer

<p>What we value at Westminster</p>	<p>Westminster City Council believes in creating a City for All where people are born into a supportive and safe environment, grow and learn throughout their lives, build fantastic careers in world-leading industries, have access to high quality, affordable homes and retire into the community with dignity and pride.</p> <p>We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.</p>
<p>Our culture</p>	<p>At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.</p> <p>The Westminster Way is the council’s commitment to our staff and is underpinned by three pillars:</p> <ul style="list-style-type: none"> • Personal development: Everyone has talent. We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best. • Value our people and diversity: Everyone is valued. We embrace our differences, to bring new perspectives to the future challenges of our city. • The Westminster Way of working: Everyone is a leader. At Westminster we encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work. <p>In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That’s why at Westminster we celebrate and embrace our differences.</p> <p>We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.</p>
<p>Portfolio/responsibilities of this role</p>	<p>Working as part of the Council’s Procurement Service you will support the implementation of the Council’s Contract Management Framework and work with contract managers to support and develop better practice and contract outcomes.</p> <p>This is one of several posts in the Procurement Service that work flexibly to support the commercial needs of the Council. You will be expected to demonstrate a degree of commercial awareness and contract management expertise.</p>

	<p>Success will depend on building good working relationships with stakeholders at all levels, including procurement officers, contract managers, budget holders and others who are involved in managing contracts.</p> <p>You will be expected to be committed to your own professional development and good practice within the team.</p> <p>Specifically, you will:</p> <ul style="list-style-type: none"> • Support the Practice Lead for Contract Management and contribute to the development and application of policies, guidance and risk management as they relate to contract management practice across the Council; • Support the mobilisation of key contracts, post award following award and up to Gate 4. Working with the designated contract manager; • Provide commercial and negotiation advice where required and help resolve contractual issues; • Report on contract management practice, contract performance and supplier and market risk; • Support the development contract management skills & knowledge within the Procurement Service and more widely across the Council; • Represent the Commercial Service in collaborative discussions or forums relating to contract management and commercial development. • Provide commissioners or other clients with pragmatic and informed advice, drawing on other expertise as required; • Ensure compliance with all legal and Council requirements and policies; • Ensure effective communication and engagement with stakeholders and partners (including external suppliers); • Keep aware of relevant policy, best practice and legislative changes; • Use the e-procurement tools as required by the council.
	<p>Budget Responsibilities</p> <p>No budgetary responsibilities</p> <p>Staffing: No direct responsibility for staff but will work as part of a team to deliver specific projects.</p> <p>Procurement: none.</p> <p>Other: None</p>
<p>What do we expect this</p>	<p>Support the implementation of the Council’s contract management</p>

<p>role to achieve?</p>	<p>framework, resulting in more consistent and higher standards of contract management;</p> <p>Provide advice to senior officers/managers and directors in relation to contract management activity;</p> <p>Promote contract management skills and capability development across the wider council;</p> <p>Identification of productivity and efficiency improvement and cost reduction initiatives through better contract and supplier management;</p> <p>Support users with effective IT infrastructure for contract management;</p> <p>Provide an overall corporate view of contract management practice, contract performance, supplier financial and market risk.</p>																																
<p>Band/Salary range</p>	<p>Band 2</p>																																
<p>Work style</p>	<p>Agile</p>																																
<p>Your manager & team</p>	<p>The post holder reports to the Senior Procurement Manager – Contract and Relationship Manager (SPM-3).</p> <table border="1" data-bbox="486 1243 1385 1691"> <thead> <tr> <th>Role</th> <th>Band</th> <th>Posts</th> <th>Structure</th> </tr> </thead> <tbody> <tr> <td>Director</td> <td>6</td> <td>1</td> <td>Director of Commercial Partnerships</td> </tr> <tr> <td>Senior Commercial Manager/Business Partner Senior Procurement Manager</td> <td>5</td> <td>3</td> <td>GPH, CMC, ASC,CS,PH, SPM DEL, SPM PPS, SPM CM</td> </tr> <tr> <td>Senior Commercial Specialist</td> <td>4</td> <td>4</td> <td>SCS1, SCS2, SCS3, SCS4</td> </tr> <tr> <td>Commercial Manager T/S PM Policy Perf & Resp. Proc PM Systems Contract Manager</td> <td>4</td> <td>8</td> <td>CM x 8, PM PPS, PM RP, PM SYS, PMCM, PMCM</td> </tr> <tr> <td>Senior Commercial Officer T/S SPO Analyst SPO Systems SPO Customer & Supplier Man.</td> <td>3</td> <td>7</td> <td>SCO x 7, SPO SYS, SPO CSM, SPO Analyst x 2</td> </tr> <tr> <td>Commercial Officer T/S PO Contract Management PO Policy</td> <td>2</td> <td>2</td> <td>CO1 x 2, PO P&P, PO CM x 1</td> </tr> <tr> <td>Apprentice</td> <td>App.</td> <td>3</td> <td>App1, App2, App3</td> </tr> </tbody> </table> <p>Has no direct reports but the post holder will work within a matrix style of management to influence/secure the input of other stakeholders and support services (particularly legal and finance).</p>	Role	Band	Posts	Structure	Director	6	1	Director of Commercial Partnerships	Senior Commercial Manager/Business Partner Senior Procurement Manager	5	3	GPH, CMC, ASC,CS,PH, SPM DEL, SPM PPS, SPM CM	Senior Commercial Specialist	4	4	SCS1, SCS2, SCS3, SCS4	Commercial Manager T/S PM Policy Perf & Resp. Proc PM Systems Contract Manager	4	8	CM x 8, PM PPS, PM RP, PM SYS, PMCM, PMCM	Senior Commercial Officer T/S SPO Analyst SPO Systems SPO Customer & Supplier Man.	3	7	SCO x 7, SPO SYS, SPO CSM, SPO Analyst x 2	Commercial Officer T/S PO Contract Management PO Policy	2	2	CO1 x 2, PO P&P, PO CM x 1	Apprentice	App.	3	App1, App2, App3
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<p>Experience</p>	<p>Understands all aspects of contract management and an ability to apply this knowledge in a pragmatic way to improve the performance of the contract or supplier.</p> <p>Has an awareness of Public Sector regulation and the constraints this place on</p>																																

	<p>procurement and contract management;</p> <p>Understands how contract performance can be improved; Is aware of risks that relate to the management of contracts and suppliers;</p> <p>Has an awareness of sustainability or social value and how these can be secured through contracts;</p> <p>Built and maintained productive relationships, including those with key stakeholders and external organisations;</p> <p>Worked independently or with others to deliver discreet projects;</p> <p>Produced written and verbal summaries, including reports that have a strong and compelling narrative;</p> <p>Has worked in an area that required a degree of financial literacy, numeracy or analysis.</p>
<p>Skills & Behaviours</p>	<p>Key skills</p> <ul style="list-style-type: none"> • Proven delivery skills and experience of working to tight, pressurised deadlines; • Knowledge of procurement procedure and an awareness of contract law, risk management and contract management; • An ability to add value for the customer; • Excellent written and verbal communication skills including report writing; • Comfortable working with computer applications, and MS Office; • Is a confident negotiator. <p>Key behaviours</p> <ul style="list-style-type: none"> • The ability to work effectively with people at all levels internally and externally; • Good commercial and cost awareness; • Customer focus and empathy and the ability to communicate appropriately; • The ability to challenge and influence effectively; • Emotional resilience; • Flexibility, creativity and self-motivation <p>Qualifications</p> <ul style="list-style-type: none"> • High level of literacy and numeracy evidenced by GCSEs Grade A – C (particularly Maths and English) • Hold or be working towards CIPS level 4 or equivalent or demonstrated by experience; • Evidence of continued professional development.

<p>Corporate standards</p>	<p>Resources / Financial management We expect you to understand budgets, financial management and Governance relating to expenditure decisions and procurement and ensure that they are managed in line with the Westminster Way.</p> <p>Values and behaviours Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision.</p> <p>Compliance We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate.</p> <p>Equality and diversity We value equality and diversity as a city council and we want you to support and promote this in your day to day work.</p>
<p>Additional values and behaviours for Managers</p>	<p>People and Service Management</p> <p>Role model the Westminster Way:</p> <ul style="list-style-type: none"> • Demonstrate inclusive leadership • Take the lead in driving initiatives • Be proactive in being forward and outward looking, by regularly investing in own development. <p>Driving forward performance by empowering staff to take the lead. Setting high standards, encouraging improvement and innovation. Supporting the team to achieve by adopting a coaching style of management</p> <p>Having regular employee led conversations to develop our people – creating a safe environment for learning, taking time to understand their strengths and motivations, stretching them and coaching them to achieve.</p> <p>Managing budgets responsibly – planning, monitoring and adapting budgets to respond to changing priorities.</p> <p>Delivering the Medium-Term Plan</p> <p>Working within the democratic framework - understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback.</p>