

**Contracts Manager**

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| **Job Title:** | Contracts Manager  | **Date:** | December 2018 |
| **Reporting Line:** | Head of Contract Services  | **Salary:** | Grade 8 (H) £35,229 to £39,002 |
| **Team:** | Waste and Resources | **Business Area:** | Waste and Resources |

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| JOB PURPOSE |
| To manage the operational and performance monitoring of GMCA Waste & Resources Contracts. This includes managing existing, and developing new processes, systems and procedures, providing high level technical advice and guidance, developing effective partnership arrangements with all stakeholders and ensuring all targets in the Waste Strategy and Corporate Plan are met. |

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| **KEY RELATIONSHIPS** |
| * Officers and Staff of the Authority
* Employees of Greater Manchester Districts
* Waste Management Services Providers
* Other local authorities’ officers, staff, stakeholders, Members, Partners.
* Government bodies e.g. DEFRA, and waste management service providers with whom the Authority has dealings
* Voluntary and third party organisations
* Contractors
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| **KEY RESPONSIBILITIES**  |
| 1. Manage the operational and performance monitoring of the Waste & Resources contracts, ensuring that output specifications are met or exceeded, and key targets in the Waste Strategy and Corporate Plan are met.
2. Develop, implement and maintain new processes, systems and procedures for the effective management of the contracts, to aid continuous improvement in performance and service provision.
3. Provide technical advice in complex contractual areas and support all stakeholders in relation to the successful implementation and Management of the contracts.
4. Build and maintain effective relationships with the contractors, Districts, Elected Members, and external bodies and agencies within the Performance Management Framework.
5. Resolve contractual issues through negotiation with the contractor(s) and partner organisations.
6. Monitor compliance with the performance framework, utilising Contract performance criteria and application of performance incentives.
7. Responsibility for verification of Contract payments and reconciliation in accordance with the Contracts and payment mechanism requirements.
8. Initiate business continuity and contingency plans to prepare for the situation where the Contractor(s) cannot deliver, in order to ensure service continuity for WCA’s
9. Responsible for the identification, evaluation and apportionment of Contract risk as part of an overall risk management framework and ensure that mitigating actions are in place and recorded in the Risk Register.
10. Manage, motivate and develop staff within the Contract Services Team to ensure the client function operates effectively and to a high standard.
11. Monitor and report on performance indicators and targets including output requirements, deadlines and quality objectives, for the Contract Services Team, and to monitor performance by reviewing achievements against agreed targets and objectives as set out in the Corporate Plan.
12. Responsibility for verification of Contract data and subsequent reporting – including Waste Data Flow and other key statistical information. Ensuring all data is accurate; fully documented and controlled; audited; and available on time to specified quality standards to meet all statutory obligations and other information provision requirements.
13. Actively promote the GMCA and its Waste Strategy, and to represent the Authority locally and nationally so that the GMCA develops and influences Waste Management at a Local, Regional and National level.
14. Provide key performance information for the Authority and Districts, including (central and corporate documents e.g. Corporate Plan and Annual Reports) and all other stakeholders as required.
15. Provide full and timely responses to service requests, queries and complaints from the public, Members, Audit, and other stakeholders where appropriate.
16. Liaise with the WCA’s in order to ensure any new services do not adversely affect the Waste & Recycling.
17. Managing the relevant capital and revenue budgets associated with this post.
18. Assisting in the provision of accurate and timely information for managerial, financial planning and reporting purposes.
19. Responsible for the development and implementation of appropriate Contract Management information systems.
20. As necessary deputise for the Head of Contract Services.
21. To undertake such other duties as requested from time-to-time commensurate with the level of the post.
22. Ensure an awareness of the GMCA Health &Safety (H&S) policy and the responsibility it places on individuals and teams.
23. Responsible for ensuring any employees under your control are aware of the H&S policy in carrying out their work in a safe manner
24. Accountable for ensuring the H&S responsibilities against the role are met

**CONTACTS:*** Officers and staff of the Authority
* Employees of Greater Manchester Districts
* Waste Management services providers
* Members of the public
* Contractors
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| * Excellent administrative and organisational skills
* Significant computer skills, including advanced skills in the use of spreadsheets and databases.
* Able to develop appropriate management reports
* Significant experience of collating, interpreting and analysing performance data
* Experience of working in Waste Management
* Experience of using information management systems
* Experience and knowledge of working with performance management frameworks and supporting systems
* Ability to collate, interpret and analyse data and information and present it in a clear concise way.
* Ability to write comprehensive procedural notes
* Experience of prioritising workloads in order to meet strict deadlines
* Experience of establishing work systems and procedures
* Commitment to delivering a professional service to the highest quality possible within available resources
* Awareness of IT solutions to data management, including storage and retrieval

**PERSONAL QUALITIES** * Methodical with an attention to detail and accuracy
* Excellent communication, both written (proficient in writing reports) and verbal
* Proven ability to work under pressure and to tight deadlines
* Flexible, innovative and persuasive approach
* Ability to problem solve and have a solution focused approach
* Ability to liaise effectively with staff at all levels and with contacts outside the Authority
* Ability to manage and prioritise workloads, projects and resources
* Ability to work on own initiative
* Confidence to challenge existing practices

**QUALIFICATIONS** * Educated to Degree Level or equivalent professional qualification
* Information Management
* Management Role
* To manage, motivate, coach and develop staff within the team to ensure personal and professional development and put in place effective communications channels to keep staff informed.
* Where external services/associates are commissioned ensure they are monitored throughout the contract period to ensure they meet the specified standards/costs, with prompt corrective action being taken as appropriate.
* Identify opportunities for external resources/funding to increase the organisation’s capacity.

 **CORPORATE COMMITMENTS** * Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
* Records Management/ Data Protection - As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.
* Confidentiality and Information Security - As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.
* Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.
* To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.
* Health and Safety - all employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the organisations undertakings.
* All GMCA employees must observe and adhere to the provisions outlined in the health & safety Policies.
* Equal Opportunities - GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.
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