



Job Description

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|------------------------|--------------------------------------------------------------|
| Post Title: | Contract Manager |
| Directorate: | West Midlands Metro (WMM) |
| Reports to: | Owner Representative – West Midlands Metro Metro Director |
| Direct Reports: | 0 |

Key Relationships: WMM Director, WMM Metro Delivery Director, Head of Metro – Owner’s Representative, WMM Infrastructure Manager, WMM Asset Manager, TfWM’s other Directors, Midland Metro Limited (MML) (Operator and Maintainer) Management, Project and technical teams, WMCA’s Health and Safety Manager, Office of Rail and Road (ORR), WMM’s appointed “Competent Person” under ROGS; TfWM & WMM Finance & Commercial teams

Location: Primary location will be WMCA office Summer Lane, Birmingham, with frequent visits to Wednesbury Depot.

Role Purpose

To manage the performance and delivery of services under the Public Service Contract (PSC) between West Midlands Combined Authority and Midland Metro Limited (MML) and the Project Alliance Agreement (PAA) between WMCA and the Midland Metro Alliance for delivery of the network extensions.

You will ensure that:

- all parties are meeting their obligations and performance metrics under the stated agreements.
- reports are submitted to required deadlines,
- KPI’s are reported on time and to the required standard, and
- Performance is managed, monitored and reported, driving continuous improvement across all areas.
- Performance meetings are carried out and properly recorded with actions closed in a timely manner
- Data is identified, collated and analysed in order to understand trends and inform contract negotiations.

Responsibilities

- Lead, manage and influence others at all levels within WMCA and MML to ensure obligations, processes and deliverables as outlined in the PSC and PAA Agreements are being met.
- Ensure performance reports are completed in a timely manner and cover relevant areas.

- Lead and manage the reporting of all contract KPI's within the PSC and PAA, ensure they are monitored and areas of poor performance managed appropriately
- Manage the contract change processes in order to ensure the contracts remain relevant and where necessary work with WMCA colleagues regarding any significant changes to contract.
- Carry out contract negotiations with the MMA and MML
- Ensure contract deliverables are provided on time and to the required standard, working with WMCA colleagues to ensure the required quality.
- Act as the point of contact for contract administration purposes
- Analyse and interpret complex datasets relating to performance. Determine historical trends and future projections of performance indicators. Use detailed analytical skills to provide reasoned arguments for effecting changes that will lead to improved performance and present these to internal stakeholders and MML and MMA senior management.
- Ensure any risks around the contracts are understood and articulated to WMCAs senior team.
- Develop and maintain processes for contracts that are due for renewal and provide feedback on recommended actions, keeping a log of all contracts entered into by WMCA for Metro activities.
- Ensure live contracts remain current with best practice and continual improvement are reflected at all times.
- Ensure oversight of contracts entered into by MML and the MMA.
- Undertake any other duties commensurate with the role as requested by management.

Person Specification

| Experience | <i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i> | | Assessment Method | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|---|--------------------------|-------|--------------|
| | E | D | App* | Int** | Othe r*** |
| Previous experience working in railway contract management role | | X | * | | |
| Previous experience of managing construction contracts | | X | * | * | |
| Previous experience of managing contracts, ideally with obligations relating to service delivery, key performance indicators, health and safety, asset maintenance. | X | | | | |
| Proven experience of managing and developing beneficial relationships with operators and external stakeholders. | | | | * | |
| Ability to compile clear and concise technical and non-technical reports for a range of audiences. | X | | | * | |
| Experience of working effectively as part of a team and an equal ability to work effectively on own initiative, without close supervision | X | | | * | |
| Demonstrable experience of building relationships with and working effectively with contracted suppliers of services. | X | | | * | |
| Skills/Knowledge/Abilities | E | D | App | Int | Othe r |

| | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|-----|-----|-------|
| Proficient in Excel, Word and PowerPoint and experience and demonstrable ability to manage data using digital solution. | X | | * | | |
| Ability to work with a number of stakeholders to ensure we reach required goals. | X | | * | | |
| Knowledge of light rail standards and guidance | | x | * | | |
| A customer-focused approach: an understanding of, and appropriate response to, the expectations of the WMCA and external customers the role holder must work with. | X | | | | |
| Methodical approach to auditing processes, procedures and practices. | X | | | | |
| Effective capture of stakeholder's requirements | X | | | * | |
| Qualifications/ Professional Memberships | E | D | App | Int | Other |
| Membership of an appropriate Professional body | | X | * | | |
| Educated to degree or equivalent | | X | * | | |
| Educated to A-level standard or equivalent including A-C in GCSE English and Maths. | X | | * | | |

* Application

** Interview

*** Details will be shared at interview stage

Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

| Value | Competency | Behaviour |
|---------------|----------------------------|-----------------------------------------------|
| Collaborative | Team Focused | Works as part of team, managing and leading. |
| | Service Driven | Customer, resident and partner focussed. |
| Driven | Empowered & Accountable | Takes ownership and leads when needed. |
| | Performance Focused | Ambitious and going the extra mile. |
| Inclusive | 'One Organisation' Mindset | Believe in each other's expertise. |
| | Open & Honest | We do what we say we are going to do. |
| Innovative | Forward Thinking | Embrace change and open to new possibilities. |
| | Problem Solving | Go for clear and simple whenever possible. |

Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their

employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis.