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| **Job Description** | |
| **Job Title:** | Contract and Compliance Manager |
| **Directorate/Team:** | Procurement |
| **Location:** | 16 Summer Lane, Birmingham, B19 3SD |
| **Responsible to:** | Contract & Compliance Business Partner |
| **Responsible for:** | Contract and Compliance Officers x3, Contract and Compliance Administrator |
| **Key working relationships:**  (internal) | Multiple teams across finance, transport, legal and governance. |
| **Key working relationships:**  (external) |  |
| **Purpose of the Post**  This role will lead on high risk/ complex commercial and contract management support and will be the initial point of escalation for the Contract and Compliance team. The role will work closely with the Contract and Compliance Business Partner to ensure strategic outputs are being delivered. Additional, this post will line manage the Contract and Compliance officers and will enable the enhancement of service quality, both internally and externally, by monitoring and maintaining contracts in line with established strategies, priorities, and systems of the West Midlands Combined Authority. | |
| **Accountabilities (Deliverables)**   * Ensure that value for money (VFM) is being achieved through the management of contracts. * Maintain and develop systems for the effective management of contracts. * Monitor service-related issues through agreed reporting systems and recommend improvements. * Provide advice and support to ensure that services commissioned by West Midlands Combined Authority meet the required quality standards. * Deputise for the Contract and Compliance manager as and when appropriate. | |
| **Responsibilities (Duties)**  **Strategic**   * Ensure quality and contract compliance to the standards required by current legislation, regulation, guidance, and practice standards. * Support the commissioning of quality services to meet performance measures and external inspection requirements and standards. * Work in conjunction with senior commissioners to manage complex situations that may require the suspension or termination of a contract and negotiate with providers and organizations to achieve satisfactory solutions. * Participate in the wider development of the service and contribute to service improvement as required. * Work alongside Key stakeholders to manage contracts and ensure compliance of the highest standard * Ensure contracts are meeting directorate objectives and that of the West Midlands Combined Authority.   **People**   * Work with individual services, facilitating meetings, workshops, and learning sessions. * Attend meetings with colleagues, providers, and other agencies as directed by the line manager and report regularly to senior management at quality assurance meetings. * Have a good working knowledge of the regulatory framework and offer advice and guidance to colleagues and providers. * Participate in staff development, professional conversations, and training, including continuous professional development.   **Operational**   * Manage and review allocated contracts, to ensure performance and VFM is being achieved alongside the WMCA strategies. * Be responsible for managing allocated workload within an agreed schedule and individual work plan, providing progress reports or data as requested. * Produce reports of all monitoring activity. * Produce and present information relating to monitoring, contract, and compliance activity and outcomes for officers, colleagues, or providers in accordance with agreed systems and formats to agreed deadlines. * Take action in accordance with contract and quality systems where a service is not achieving, including ongoing casework audit and feedback regarding audit outcomes and tracking corrective action. * Ensure providers understand action plans or requirements for improvement, including deadlines and potential penalties for non-compliance.   **Financial**   * Contribute information to support Commissioning officers in analysing data and information received from providers and other sources to assist in quality and contract monitoring of services. * Act in accordance with the WMCA’s Constitution and other Codes of Conduct. * Comply with the WMCA’s agreed policies and procedures, including Health and Safety, Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations, and other relevant Council and Government Regulations, Directives, and City-wide priorities.   **Other**   * The duties and responsibilities in this job description are not exhaustive and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post. | |

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| **Person Specification** (**How Evidenced** **Key: A** = Application, **I** =Interview, **T** = Testing/Assessment) |

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| **Requirements**  Candidates/post holders will be expected to demonstrate the following: | **Essential / Desirable** | | **How Evidenced?** | | |
| **Experience** | **E** | **D** | **A** | **I** | **T** |
| Team management and development, from 1-1s and appraisals to continuous development support. | X |  | X | X |  |
| Experience of reviewing contracts, ensuring compliance with governing body/ public sector standards and regulations. | X |  | X | X |  |
| Analysing and interpreting quantitative or qualitive information to make informed decisions, or advise upon such. | X |  |  |  |  |
| Developing and delivering SMART action plans, and monitoring such progress. | X |  | X | X |  |
| Working effectively in partnership with other organisations and agencies. | X |  | X | X |  |
| Effective collaboration with internal teams, with a view of developing and improving the service. | X |  | X | X |  |
| Collating a range of data and information, presenting in a clear and concise manner. | X |  | X | X |  |
| **Skills / Knowledge** | **E** | **D** | **A** | **I** | **T** |
| Knowledge of relevant legislative frameworks. (PCR2015, PA2023 etc) | X |  | X | X |  |
| Ability to understand complex technical or legislative information and relay this back to non-specialist colleagues. | X |  | X | X |  |
| Excellent communication skills, both written and oral. | X |  | X | X |  |
| Influencing and negotiating skills. | X |  | X | X |  |
| Ability to establish and maintain good working relationships across the team and the organisation as a whole. | X |  | X | X |  |
| Ability to prioritise tasks and meet tight deadlines. | X |  | X | X |  |
| **Qualification / Education / Training** | **E** | **D** | **A** | **I** | **T** |
| Degree or equivalent in relevant field. | X |  | X | X |  |
| Evidence of continued professional development. | X |  | X | X |  |

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| **Core Expectations** | |
| **Health, Safety & Wellbeing** | All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing. |
| **Equality Diversity & Inclusion** | Promote and champion equality, diversity, and inclusion in all aspects of the role. |
| **Learning & Development** | Participate in and take responsibility of any learning and development required to carry out this role effectively. |
| **Performance Management** | Actively engage in the performance management process and take responsibility for managing performance outcomes. |
| **GDPR** | 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. |
| **Adherence to Policies** | Be aware of and comply with all organisation policies. |
| **Other** | There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis. |

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| **Values** | | |
| 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 Focussed | 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. |

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| **Additional Post Requirements** | | | | | | |
| **Essential Car User** | | **Politically Restricted Post** | | **Disclosure and Barring Service (DBS)** | | |
| Yes | No | Yes | No | Standard | Enhanced | None |

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| **Job Evaluation Details** | | | |
| **Date Evaluated** | **Job Family** | **Level/Grade** | **JEP Reference** |
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