

# Job purpose and person specification

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| Job Title: | Contract and Account Manager |
| Service: | Commissioning |
| Grade: | P2 |
| Reports to: | Head of Commissioning |

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| Job Purpose: |
| Lead market management, joint commissioning, quality and contract management across CFA.  To work with colleagues providers and partners to manage the market and to lead the drafting with colleagues of service specifications.  To lead the implementation of robust contract management processes and to lead on the contracts register for CFA. |

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| Principal Accountabilities: |
| * To draft service specifications based on CFA commission intentions * To identify gaps in quality and provide solutions * To work with procurement colleagues in LGSS to ensure appropriate procurement of service in place * Provide regular detailed analysis of contracts to support the quality of services and ongoing commissioning * Develop and maintain the payments to providers in accordance with payment requirements * Liaise with other authorities to ensure that we are jointly commissioned where appropriate and we feed into any regional meetings * Lead contract management across CFA. * Ensure robust contract management processes are in place. Key links with procurement to ensure that CFA is procurement compliant. * Maintain links with LGSS in terms of the contract and grant register. Report to Commissioning Board all exemptions, action to re-tender or de-commission services and quality of provided services. * Ensure outcome based commissioners understand gaps and future development needs. * Ensure that all services commissioned and procured are of the right quality to improve outcomes and provide value for money * Find solutions to improve performance and quality, working with providers on this and also feeding solutions through to the commissioning board * To ensure the demands of the service are met, a requirement of this role is to provide emergency support during weekend and bank holiday periods. |

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| Job Knowledge, Skills & Experience: |

**Minimum levels of qualifications and/or equivalent experience required for this job**

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| Qualifications Required | **Subject** | **Essential /**  **desirable** |
| **Educated to degree level or equivalent.** |  | Essential |
| A degree in a managerial or other relevant subject  **A project management qualification** |  | Desirable |

**Minimum levels of knowledge, skills and experience required for this job**

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| Knowledge & understanding | Describe | **Essential / describe** |
|  | Contract Management | Essential |
|  | Knowledge of quality in provision  Knowledge of the provider market  Knowledge of VCS | Essential |
|  | Knowledge of government agenda. | Essential |
|  | Understanding of application of project management methodologies to specific projects  Knowledge of current government agendas | Desirable |

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| **Skills** | **Describe** | **Essential /**  **desirable** |
|  | Excellent interpersonal, listening and communication skills, including negotiation, influencing, coaching etc | Essential |
|  | Ability to develop and creative effective solutions to problems  Ability to prioritise, manage own workload, be flexible, work under pressure and to deadlines | Essential |
|  | Good presentation skills  Team worker | Essential |
|  | Ability to analyse issues, interpret needs and offer sound, reliable, professional advice | Essential |
|  | Excellent communication skills (spoken and written) with experience of writing reports and making presentations  Ability to facilitate different types of groups | Essential |
|  | Strong commitment to and understanding of community development approaches | Essential |
|  | Ability to plan and organise own work independently in order to meet targets and tight deadlines | Essential |
|  | Ability to collate and interpret data from a wide range of sources | Essential |
|  | A commitment to encouraging participation from people, particularly from those who are more isolated. | Essential |
|  | Strong communication skills and building relationship | Essential |
|  | Training delivery/group facilitation skills, eg chairing meetings | Essential |
|  | Commitment to continuous personal development | Desirable |

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| **Experience** | **Describe** | **Essential /**  **desirable** |
|  | Experience of working/negotiating with partner agencies, providers independent/voluntary sector providers | Essential |
|  | Experience of commissioning, procurement and contract management and developing innovative and successful services in a demanding multi-agency environment | Essential |
|  | Experience of providing advice to operational and senior managers within a large diverse organisation | Essential |
|  | Experience of project management, either on a formal, or informal basis | Essential |
|  | Budget management  Quality management  Contract management | Essential |