

# Performance and Contracts Manager

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## Job Description

**Job Title** Performance and Contracts Manager

**Location** Reading

**Grade/Salary Range** RG8m

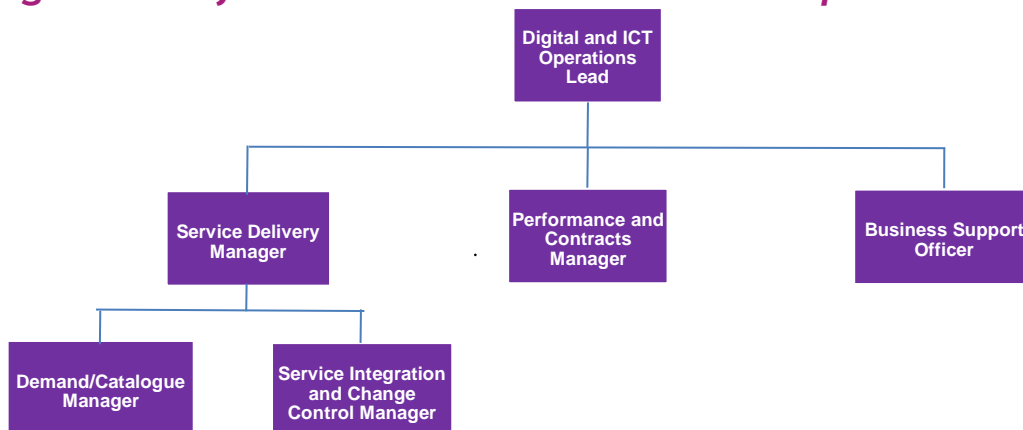
**Service/Directorate** Digital & IT Resources Directorate

### Job Purpose

The Reading Borough Council ICT estate is provided via a number of Service Towers including Service Desk, End User Services, Hosting Unified Communications and Networks, all ICT requirements for 66 sites and approximately 2200 users. This includes Cloud and Private Hosting facilities for the Council's Infrastructure and Line of Business applications, Print Services, Mobile Telephony and IT Service Management tooling.

The Performance and Contracts Manager's Provides overall management of the "Smart sourced" suppliers' specific contracts, ensuring compliance with the RBC Commercial Governance Framework, understanding and overseeing organisational governance, regulatory frameworks and procedures are complied with. This role also works with RBC directorates to plan commercial decision/approval timelines to allow for required governance and process and effective cross - RBC resource planning

### Designation of Post and Position within Departmental Structure



### Main Duties and Responsibilities

1. Ensure management of contractual performance, agreements and activity pertaining to strategic requirements and day-to-day operational delivery of the ICT service towers.
2. Ensure a methodical process is in place for all contractual administration, including invoice processing and purchase orders

3. Manage Council-driven contract dependencies and triggers for items such as technical refresh, contractual renewal and change notices including on and off boarding of suppliers
4. Define and manage contractual KPIs to ensure contracts are fit for purpose, measurable and performant.
5. Lead and take active approach in ensuring ongoing supplier performance, developing supplier capabilities, innovation and continuous improvement through research of industry best practice.
6. Interpret and mitigate supply side commercial risks and provide assurance of their mitigations.
7. Ensure leadership and development of contracts to remedy and improve performance, extract value and agree variations.
8. Define and implement appropriate supply chain governance and ensure compliance with relevant Council policies and procedures.

### **Gateway Criteria**

1. Continually review the contractual requirements within the ‘Smart Sourced’ model against industry best practice and other similar Local Authorities, putting forward opportunities for efficiency savings and/or collaboration.
2. Work with ICT service providers to design and implement a strategic plan for extracting maximum value using appropriate commercial levers in contracts.

### **Scope of Job (Budgetary/Resource Control/Impact)**

No budget

### **Special/Other Requirements/Responsibilities of this Post**

**Level of DBS check required for this post** No Check Required

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***If \*, does the post require a check against the list of people barred from working with vulnerable adults?*** N/A

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***If \*, does the post require a check against the list of people barred from working with children?*** N/A

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***What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)*** N/A

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***Is this post “politically restricted”?*** No

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***Responsibility for Health & Safety:*** LEVEL 1

***Please specify responsibility for implementing the Council's risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified***

Responsibility for creating, managing and updating a risk register for the contract, feeding into Directorate and the Council Strategic risk register as appropriate

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***Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the "Main Duties & Responsibilities" above***

N/A

# Person Specification

## *Qualifications/Education/Training*

1. Experience, skills and personal attributes are the most important aspects of the person specification for this role. We would anticipate that the successful candidate will be educated to degree standard. A relevant professional qualification, such as IACCM (International Association for Contract and Commercial Management), or an equivalent, recognised business qualification would be desirable.

## *Experience*

1. Experience of supplier management and principles of supplier development.
2. Experience and knowledge of Public Sector whole lifecycle contract management, from soft market testing and pre-procurement, through to contract exit, with the ability to exploit them through application of tactics to drive best value for money.
3. Experienced in negotiating to achieve and maintain the necessary level of improvement/ for extracting maximum value using appropriate commercial levers in contracts
4. Experience in building strong relationships with suppliers to keep aware of product and service development and wider market trends.

## *Skills, Abilities & Competencies*

1. Awareness of what best practice looks like for services being delivered and what other authorities are doing in the field.
2. Knowledge of how to terminate contracts appropriately and legally where necessary.
3. Able to support research and comparison into delivery models across both Public and Private Sector, including the development of options, feasibility, and support of business case preparation.
4. Established technical writing skills and the ability to develop/support the development of robust Business Cases.
5. Awareness of relevant legislation e.g. The General Power of Competence, pricing limitations re cost recovery, use of surplus etc.
6. Ability to participate on cross-functional teams to resolve complex challenges and shape future opportunities.
7. Ability to show Continual Professional Development in financial industry and practises
8. Ability to work multiple complex initiatives simultaneously.
9. Strong interpersonal skills - ability to dialogue, negotiate, influence and work with all levels of internal stakeholder and external suppliers collaboratively and constructively.

## *Specific Working Requirements*

1. Ability and willingness to work across a number of sites.
2. Ability and willingness to work occasional evenings and weekends.

3. Willingness to work compressed/extended hours during crucial stages of managed projects.