

## **GWENT POLICE - ROLE PROFILE**

**Role: Contract Management Officer**

**Department: Procurement**

**Service Area: Joint Gwent and South Wales Procurement Unit**

**Responsible to: Procurement Manager**

**Responsible for: N/A**

**Role Purpose:** To lead the commercial relationship with key suppliers, ensuring that all commercial issues are negotiated effectively and that best value is delivered from key contracts.

**Grade: MV/SC**

**Vetting Level:**

**Field/Fixed/Flexible:** Flexible

**Date role last reviewed:** December 2019

### **Main Activities:**

1. To lead the commercial relationship with key suppliers, ensuring that all commercial issues are negotiated effectively and that best value is delivered from key contracts.
2. To manage contract reviews for business critical contracts, ensuring contract performance is managed in line with KPIs and customer requirements are met or exceeded. Develop and lead strategic partnerships with key suppliers to share risks and benefits.
3. Upskill contract owners and client departments within the business to improve contract management activity and to develop supplier relationship management for the forces served.

### **Main Responsibilities**

4. Lead the commercial relationship with identified key suppliers and related contracts to achieve the strategic aims and objectives of the forces served and the collaborative procurement strategy.
5. Apply judgement and manage risks to derive value for money and ensure robust outcomes for the forces. A relentless focus in managing costs and driving best value from our contracts.
6. Develop mechanisms to manage key contracts including demand management, value engineering opportunities and other innovations to maximise client satisfaction, deliver cashable efficiencies and improve performance.

7. Develop and manage contract Key Performance Indicators (KPIs) in order to demonstrate effective contract management and delivery in line with KPIs and service level agreements
8. It is desirable to have experience in the delivery and management of collaborative procurement arrangements across multiple organisations.
9. Develop and manage supplier relationships to develop initiatives to improve the effectiveness and efficiency of the contracts and the delivery of quantifiable cashable savings.
10. Must build constructive working relationships with colleagues, contractors and external bodies.
11. Benchmark services and market test categories of spend to evidence and support value for money principles
12. Must influence, challenge and negotiate with others from a strategic perspective including senior officers and staff in a professional manner and an ability to record evidence accurately for contract compliance purposes.
13. Provide professional advice on technical contract matters to internal stakeholders and customers to ensure that the contracts are managed efficiently and effectively within budget and comply with Financial Regulations, Contract Standing Orders and EU Procurement legislation in order to protect the forces from financial, legal and reputational risk.
14. Upskill, motivate and train contract owners and client departments within the business to improve contract management and develop supplier relationship management for the forces served.
15. Manage change control or variations to contracts, ensuring that price adjustments are made in accordance with agreed mechanisms or otherwise tested to ensure value for money
16. Resolve problems or disputes and escalate as appropriate.
17. Work with the supplier to improve sustainability or social value and ensure commitments made at tender stage are delivered
18. Plan for key milestones within the contract and prepare exit strategies for the end of contract life, managing handovers to ensure smooth changes to new providers.
19. Work closely with the strategic procurement team to inform and develop new specifications, KPIs and tender documents to apply lessons learned and make improvements to replacement tenders.
20. To deliver a customer focused service.
21. To promote and adhere to Gwent Police's Strategic Equality Plan to support the development of a diverse workforce.
22. To take reasonable care of own and others' safety; to co-operate with managers/supervisors in complying with statutory health and safety duties; to report incidents, accidents, faults etc.

23. To full participate in the performance appraisal process

### **Advice and Guidance**

- 24. Assess requirements of customer departments across the southern Wales forces and provide professional support, procurement advice and guidance in accordance with best practice, force policy, legislation and value for money.
- 25. Provide contract management guidance to continue to deliver best value for live contracts.
- 26. Must provide professional and high quality advice and guidance to officers and staff to contribute to the force's value for money and strategic procurement objectives.
- 27. Provide advice and guidance on escalated, varied and complex issues relating to area of work
- 28. Resolve complex problems independently, referring major issues to senior colleagues
- 29. Identify and escalate serious problems

### **Risk Management and Legal Compliance**

- 30. Identify risks within own remit and mitigate and inform others on risks
- 31. Provide professional advice and guidance in relation to balancing procurement risks including the risk of challenge from economic operators
- 32. Monitor and ensure compliance with EU Regulations, Public Contract Regulations, Contract Standing Orders and policy guidelines.
- 33. Ensure unit meets its obligation with regards to Health & Safety and escalate serious problems

### **Customer Service and Representation**

- 34. To present a positive, professional image and service to both internal and external customers, to other public sector organisations and to the public, e.g. to suppliers
- 35. Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service
- 36. Contributes within a team, sharing knowledge, information and ideas. Listens to others and appreciates different viewpoints.
- 37. Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards

### **Organisation/Planning**

38. Plan and organise work to complete it within set framework, standards, & timescales
39. To effectively manage the successful completion of multiple procurements and other work allocated
40. To organise, schedule and attend events/meetings as required
41. Implement and contribute to the local and collaborative procurement strategy
42. Develop, propose and implement an approved project/business plan for the unit, subject or function

### **People Management**

43. May supervise staff through following force policy and monitoring performance levels
44. Assist colleagues in the preparation and use of techniques and advise on any specific aspects of work with own area
45. Effectively manage and mentor any administrative staff with the department, identifying and addressing areas for development and guidance
46. Build constructive working relationships with colleagues, contractors and external bodies

### **Policies & Strategies**

47. Monitor and report on policy implementation to ensure compliance and identify issues/problems

### **Project Management**

48. Organise and manage the day to day delivery of strategic procurement including preparing and planning of resources

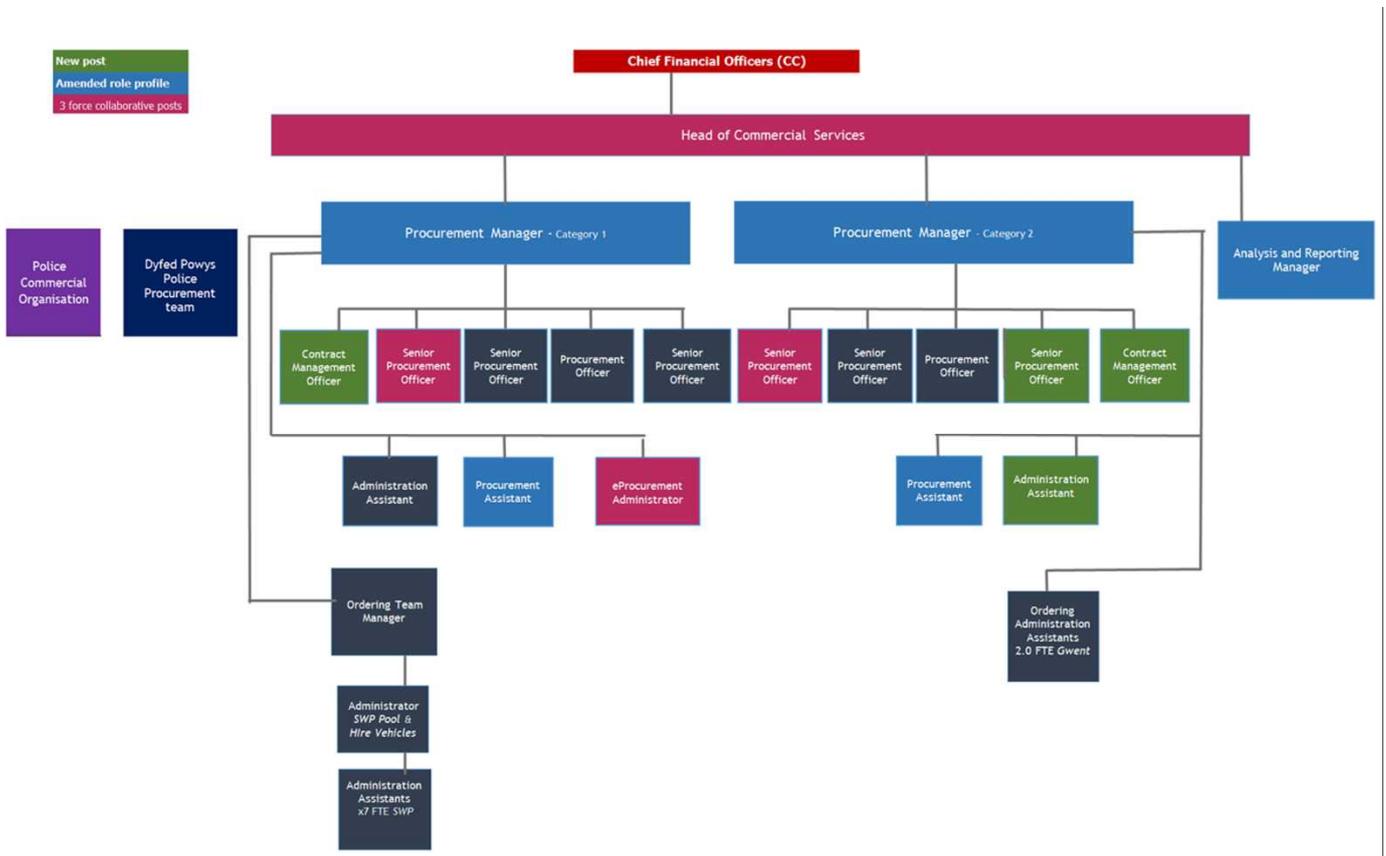
In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.

### **Special Circumstances:**

1. Gwent Police is a non-smoking organisation
2. All staff and potential staff in Gwent Police must display the qualities to be able to work in an organisation with minority groups and provide a service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or sexist or racist behaviour.

Note: This job description is provided to give a broad outline of the job activities of this post. Gwent Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. As an employee of Gwent Police you may be required to serve in any position as appropriate to your grade or at any establishment within Gwent Police boundaries in order to ensure the efficient and effective operation of the organisation.

# Organisation:



<b>Job Specific Criteria Areas</b>	<b>Maximum Word Count</b>	<b>Method of assessment, For example, application form, test, presentation or certificate</b>
<b>1. Attainments</b>	<b>300</b>	Application Form/Interview
<p>Must have Chartered Institute of Purchasing and Supply (CIPS) Level 5 Advanced Diploma in Procurement and Supply - or equivalent</p> <p>Must have a good standard of education, with a minimum of 2 A levels, plus GCSE Maths and English Grade A-C, or be able to demonstrate equivalent skills and abilities</p> <p>Desirable to possession of a degree or be able to demonstrate equivalent skills and abilities</p> <p>Desirable to have a full current valid driving licence</p>		
<b>2. Knowledge</b>	<b>500</b>	Application Form/Interview

<p>Must have a good interpretation and understanding of the EU Procurement Regulations and legislation and recent developments in legislation and best practice</p> <p>Must have a good understanding of Contract Standing Orders, Financial Regulations and procurement procedures in the public sector</p> <p>Mist have a sound knowledge of drafting, analysing, awarding and administering a variety of goods and services tenders and contracts, of significant complexity and value</p> <p>Desirable to have an understanding of the police force's operational needs for goods and services</p> <p>Level 1 Welsh essential (training will be given). Welsh language skills Level 2 and above are desirable.</p>		
<p><b>3. Experience</b></p>	<p><b>500</b></p>	<p>Application Form/Interview</p>

Experience of managing all aspects of contract management and delivery of quantifiable procurement efficiencies

Experience of effective conflict resolution in relation to stakeholders, suppliers and contracts.

Experience of leading and managing collaborative contracts of significant complexity and value

Evidence of the ability to negotiate at senior levels both internally and externally.

It is desirable to have experience in using electronic tender systems such as the Bravo Solution etenderwales system

It is desirable to have experience using sell2wales, Contracts Finder, eMarketplaces/eCatalogues

Computer literate and proficient in Microsoft applications, particularly Word, Excel and Outlook

<p><b>4. We are emotionally aware</b></p>		Interview
<ul style="list-style-type: none"> <li>• I seek to understand the longer-term reasons for organisational behaviour. This enables me to adapt and change organisational cultures when appropriate.</li> <li>• I actively ensure a supportive organisational culture that recognises and values diversity and wellbeing and challenges intolerance.</li> <li>• I understand internal and external politics and I am able to wield influence effectively, tailoring my actions to achieve the impact needed.</li> <li>• I am able to see things from a variety of perspectives and I use this knowledge to challenge my own thinking, values and assumptions.</li> <li>• I ensure that all perspectives inform decision making and communicate the reasons behind decisions in a way that is clear and compelling.</li> </ul>		
<p><b>5. We take ownership</b></p>		Interview
<ul style="list-style-type: none"> <li>• I act as a role model, and enable the organisation to use instances when things go wrong as an opportunity to learn rather than blame.</li> <li>• I foster a culture of personal responsibility, encouraging and supporting others to make their own decisions and take ownership of their activities.</li> <li>• I define and enforce the standards and processes that will help this to happen.</li> <li>• I put in place measures that will allow others to take responsibility effectively when I delegate decision making, and at the same time I help them to improve their performance.</li> <li>• I create the circumstances (culture and process) that will enable people to undertake development opportunities and improve their performance.</li> </ul>		

<ul style="list-style-type: none"> <li>• I take an organisation-wide view, acknowledging where improvements can be made and taking responsibility for making these happen.</li> </ul>		
<p><b>6. We are collaborative</b></p>		Interview
<ul style="list-style-type: none"> <li>• I am politically aware and I understand formal and informal politics at the national level and what this means for our partners. This allows me to create long-term links and work effectively within decision-making structures.</li> <li>• I remove practical barriers to collaboration to enable others to take practical steps in building relationships outside the organisation and in other sectors (public, not for profit, and private).</li> <li>• I take the lead in partnerships when appropriate and set the way in which partner organisations from all sectors interact with the police. This allows the police to play a major role in the delivery of services to communities.</li> <li>• I create an environment where partnership working flourishes and creates tangible benefits for all.</li> </ul>		
<p><b>7. We deliver, support and inspire</b></p>		Interview

<ul style="list-style-type: none"> <li>• I challenge myself and others to bear in mind the police service’s vision to provide the best possible service in every decision made.</li> <li>• I communicate how the overall vision links to specific plans and objectives so that people are motivated and clearly understand our goals.</li> <li>• I ensure that everyone understands their role in helping the police service to achieve this vision.</li> <li>• I anticipate and identify organisational barriers that stop the police service from meeting its goals, by putting in place contingencies or removing these.</li> <li>• I monitor changes in the external environment, taking actions to influence where possible to ensure positive outcomes.</li> <li>• I demonstrate long-term strategic thinking, going beyond personal goals and considering how the police service operates in the broader societal and economic environment.</li> <li>• I ensure that my decisions balance the needs of my own force/unit with those of the wider police service and external partners.</li> <li>• I motivate and inspire others to deliver challenging goals.</li> </ul>		
<p><b>8. We analyse critically</b></p>	<p><b>500</b></p>	<p><b>Application Form/Interview</b></p>
<ul style="list-style-type: none"> <li>• I balance risks, costs and benefits associated with decisions, thinking about the wider impact and how actions are seen in that context. I think through ‘what if’ scenarios.</li> <li>• I use discretion wisely in making decisions, knowing when the ‘tried and tested’ is not always the most appropriate and being willing to challenge the status quo when beneficial.</li> <li>• I seek to identify the key reasons or incidents behind issues, even in ambiguous or unclear situations.</li> <li>• I use my knowledge of the wider external environment and long-term</li> </ul>		
<p><b>9. We are innovative and open minded</b></p>		<p>Interview</p>

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| <ul style="list-style-type: none"><li>• I implement, test and communicate new and far-reaching ways of working that can radically change our organisational cultures, attitudes and performance.</li><li>• I provide space and encouragement to help others stand back from day-to-day activities, in order to review their direction, approach and how they fundamentally see their role in policing. This helps them to adopt fresh perspectives and identify improvements.</li><li>• I work to create an innovative learning culture, recognising and promoting innovative activities.</li><li>• I lead, test and implement new, complex and creative initiatives that involve multiple stakeholders, create significant impact and drive innovation outside of my immediate sphere.</li><li>• I carry accountability for ensuring that the police service remains up to date and at the forefront of global policing.</li></ul> |  |  |
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