

Job Description

Job Title	<i>Senior Contract Manager</i>
Band	8B
Team	Contract Management Team (Finance, Performance & Intelligence Directorate)
Responsible for	<i>Contract Manager</i>
Accountable to	<i>Associate Director, Provider Management</i>

Job Summary

The post holder is responsible for providing strategic and tactical contracting leadership to the ICB Portfolio teams, alongside leading and managing a portfolio of contracts and information processes and ensuring successful delivery of provider contracts commissioned by the ICB, to time and to budget. This will include activities supporting the assessment of needs, deciding priorities, contracting setting, targets and measures, collecting, analysing & monitoring data and information, reporting performance and facilitating actions plans to support the ICB in their lead commissioning role. This includes taking responsibility for supporting negotiation of contracts, interpretation and monitoring of contracts, issuing and monitoring variations, schedules and SLAs and providing integrated reports linking finance and activity.

This role will support the ICB in contracting and commissioning and be part of a professional, high quality and effective and flexible ICB contract management service. The role will be responsible for contributing to an effective delivery strategy for contract management, ensuring effective use of agreed resources and people, consistently delivering successful outcomes and helping to manage risk. The role will support the operational delivery of the wider ICB priorities through matrix working with colleagues and other key functional areas to ensure support services and customer requirements are fully met.

Key Responsibilities

- Responsible for the strategic and tactical management of contracts within ICB Portfolio matrix teams
- Responsible for the overall leadership and management of a portfolio of contracts, including supporting negotiation of contracts, interpretation and monitoring of contracts, issuing and monitoring variations, schedules and SLAs and providing integrated reports linking finance and activity, advising on risks and contract levers.
- Responsible for analysing and interpreting both quantitative and qualitative finance, performance and business intelligence information in order to arrive at judgements on performance of contracts and the scale and scope of any necessary improvement action.
- Work with Commissioners and Providers as required to develop information to support robust financial settlements, reviews of financial risk, mitigating action plans and monitoring the impact of these plans. Work with the provider to agree improvement action, monitor its impact and report to ICB colleagues on progress/achievement.
- Work with Associate and external contract managers as required to develop information to support the ICB in its financial settlements, reviews of financial risk, mitigating action plans and impact of these plans. Work with other contract managers and providers to agree improvement action, monitor its impact and report to the ICB on progress/achievement.
- Manage the ICBs contracting information processes ensuring that they are consistent with national policy and local need and can be integrated into the wider commissioning service development strategies. This will require the post holder to provide high level support to Commissioners in provider contract negotiation meetings and routine information monitoring meetings.
- Review and interpret management reports on all contractual SLAs, providing intelligence on linkage between finance, activity and contracts within portfolio and within ICBs overall portfolio. Recommend solutions to problems and remedial actions that can be taken in line with contract provisions. Identify areas of high contractual financial risk for the ICB, advise and recommend how these can be mitigated.

- Ensure all advice provided to the ICB is documented and is part of an audit trail/risk assurance process. Ensure all contract information is stored on the ICB network for assurance and continuity
- Provide direct support to the wider contract management service and directorate for information reporting and measurement, contract management and performance.
- Interpret and convey complex information to a range of ICB and system staff. This may be in the form of formal presentations, leading meetings or one-to-one discussions on a range of issues including briefing, negotiating and problem-solving.
- Develop and maintain excellent relationships with all stakeholders, using highly developed negotiating and influencing skills in order to secure optimum service levels working in circumstances where there may be resistance to change.
- Take responsibility for preparing and presenting completed contract documentation to ICB staff ready for signature in line with agreed timescales and advise on contract risks prior to signature.
- Chair and lead contract meetings as appropriate, ensuring all relevant papers are prepared for meetings, that meetings are conducted in an appropriate fashion to achieve results and that ICB protocols and templates are followed.
- Provide detailed management and performance reports in a timely manner for inclusion in the monthly corporate reports for the ICB against key performance indicators in a format that enables complex information to be easily understood.
- Ensure deadlines are met for the production of information to enable the completion of statutory/NHS returns.
- Responsible for the validation of appropriate invoices and payment mandates in accordance with ICB schemes of delegated authority.
- Provide contract management advice and support to ICB with specific healthcare contract procurement activities
- Line manage, support and coach ICB contracting staff in line with ICB policies and procedures. Advise and work in partnership with all levels of management on disciplinary, grievance and sickness management issues, procedures and best practice, ensuring that all matters are resolved effectively and in a timely manner.
- The post holder may be required to work flexibly, such as attending meetings or providing cover, across the entire ICB footprint

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

Key Working Relationships

Internal

Staffordshire ICB Portfolio Teams

ICB clinical and other executive directors, senior managers, and wider staff

External

ICS partner organisations

NHSEI directors and senior managers

Midlands and Lancashire Commissioning Support Service

University Hospital of North Midlands NHS Trust, other Acute providers

University Hospitals of Derby and Burton NHS Foundation Trust

North Staffordshire Combined Healthcare NHS Trust

Midlands Partnership NHS Foundation Trust

Locality Commissioning Boards

Hospital consultants and other clinical staff

Local Representative Committees

Department of Health
Staffs County Council and District Councils
Stoke on Trent City Council
West Midlands and wider ICBs
Members of the public and patients and public and patient groups
Voluntary organisations
GPs, PCNs and other practice staff
Chief Finance Officer and other financial staff
Heads of Governance and Quality
Heads of Planning and Strategy

Job Responsibilities:

Financial & Physical Resources

- Provide advice and prepare strategic reports and briefings for directors and stakeholders.
- In depth analysis, interpretation and production of complex and multiple reports including financial returns.
- Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of this responsibility.
- Constantly strive for value for money and greater efficiency in the use of these budgets and to ensure that they operate in recurrent financial balance year on year.

Human Resources/Staff Management

- Responsible for the day to day range of staff management matters, which will include responsibility for supporting appraisals, development of staff, recruitment and where necessary processes such as grievance and disciplinary matters.
- Responsible for an individual's development on the job and job performance management. Work in conjunction with line managers and other job managers to assess and manage confidential information about an individual's performance and capability development.
- Line manage Contract Manager / Contract Officers aligned to relevant contract portfolio

Information Resources

- Develop the acquisition, organisation, provision and use of knowledge and information.
- Highlight exceptions and risks ensuring mitigating action can be taken to keep the programme on track.
- Drafting reports summarising status on issues, appraising outcomes, and providing progress reports for the Directorate and Portfolios as required
- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases and contribute to project 'products'.
- Analyse, interpret and present data to highlight issues, risks and support decision making.

Research & Development

- Plan, develop and present methods and processes for innovative contracting and market management approaches to achieve the ICBs strategic priorities
- Deliver projects to comply with key performance indicators

Information Governance, Data Protection and Confidentiality

All staff are expected to:

- ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott;
- be aware that the ICB operates a “Code of Conduct for handling personal identifiable information”. They should become familiar with the “Code” and keep up to date with any changes that are made. Breaches of the guidelines in the “Code” could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal. Staff are also reminded that even where they may lawfully be able to process Person-Identifiable / Person-Confidential Data, they are doing so by assuming the role of ‘Data Controller’, and so if they breach the “Code” or any other UK GDPR provisions, they not the ICB shall be held liable for any consequential actions undertaken by external third parties (e.g. ICO / criminal investigation or formal proceedings);
- comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990;
- ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 2018 and Caldicott Principles; and
- ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation

Equality and Diversity

The ICB is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a ICB we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the ICB is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the ICB’s Equality and Diversity Policy and the commitments and responsibilities the ICB has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

Safeguarding Children and Adults

All ICB employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children and vulnerable adults. Familiarisation with and adherence to the policies and procedures of the Local Safeguarding Boards (Children and Adults) and those of the ICB is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

Personal Development

The ICB is committed to supporting the development of all staff. All employees have a responsibility to participate in the personal development process with their manager, which will provide an opportunity to:

- establish and take action towards achieving goals
- have a conversation about job role, career aspirations and personal development
- align personal aspirations with corporate objectives
- agree actions that are underpinned by the ICB’s value base

As part of development, employees have joint responsibility with their line manager for the development of skills and competencies through identification and participation in training and development activities relevant to their role.

External Interests

Each member of the ICB's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the ICB and others in meeting statutory regulations.

- To comply with safety instructions and ICB policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

Smoke Free Policy

In line with the Department of Health guidelines, the ICB operates a strict smoke-free policy. This includes not permitting the use of E-Cigarettes on the premises.

On-Call

All posts at 8c and above will be required to participate in the on-call rota

Notes & Review

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with their manager. This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on an annual basis.

Person Specification

Job Title	Senior Contract Manager
Band	8B

	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> • Experience of delivering key messages to a range of stakeholders both internal and external (including outside the NHS) to the organisation • Experience of interpreting/developing/ implementing policy in an NHS context • Significant experience of NHS contract management – ideally across acute, community and mental health 	<ul style="list-style-type: none"> • Commercial contract experience 	<p>A/I</p> <p>A/I</p> <p>A/I</p>
Qualifications	<ul style="list-style-type: none"> • Educated to Degree Level or equivalent work related experience 	<ul style="list-style-type: none"> • Post graduate qualification in relevant subject 	<p>A/C</p>
Skills, Knowledge & Competencies	<ul style="list-style-type: none"> • Understanding of background to and aims of current healthcare policy both at national and local levels • Specific knowledge of relevant contractual frameworks: NHS Outcomes Framework, Choice, NHS contracts guidance • Demonstrable understanding of national targets & priorities relating to NHS care • Well-developed negotiating and relationship building skills • Ability to interpret detailed quantitative information and produce reports/ information • Demonstrable understanding of the Commissioning process • Extensive knowledge of contract management, cost improvement, CQUIN etc. 		<p>A/I</p> <p>A/I</p> <p>I</p> <p>I</p> <p>A</p> <p>A/I</p> <p>A/I</p>

	<ul style="list-style-type: none"> • Ability to interpret multiple financial, analytical and contract data to construct a compelling narrative for clients. • Strong leadership abilities, including ability to Chair and command complex meetings 		<p>A/I</p> <p>A/I</p>
Personal Qualities	<ul style="list-style-type: none"> • Excellent communication skills & ability to provide both written and verbal briefings and presentations • Flexibility to be able to deliver against very short deadlines • Ability to work as part of a team • Good time management • Self-motivated • Approachable and accessible • Good interpersonal skills, professional, calm and efficient manner • Reliable, well organised, efficient and accurate • Ability to develop and maintain good working relationships and communications across all disciplines • Able to manage own workload without supervision • Attention to detail and a commitment to produce accurate work • Confident and a willingness to use own initiative • Well-developed organisational skills and personal effectiveness 		<p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p>
Physical Skills	<ul style="list-style-type: none"> • N/A 		

Assessment Key

A = Application Form, I = Interview, C = Certificate, T = Test/Assessment Centre