Job Summary

Post Title	Client Transport Commissioning & Contracts Manager	**Proposed Pay Grade**	Grade 9
Directorate **Service Area**	Communities Directorate Transport Services	**Line Manager**	Head of Client Transport
Post Number/s (Mandatory for existing posts, If multiple posts state all)	91166338	**If existing post is the post title changing? If yes state both**	No
JE/GAR reference number (Mandatory for existing posts)		**Work Location (state Council office)**	Mandeville School
Work style (Delete as applicable)	Any desk	**Job Family & Role Profile**	Commissioning and contracts management CCM09M
DBS Check Required? (Delete as applicable)	YES If YES state level of DBS required: Enhanced with Child Barring check		
Politically Restricted Post? (Delete as applicable)	No *The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.* *There are broadly two categories of restricted posts:* *Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.*		

Job Purpose and Job Context
To manage and lead the Commissioning and Contracts Management Team for Client Transport, planning, developing and delivering effective commissioning and contracts management functions across the service. Ensure that Client Transport delivers a robust and effective contract management approach and that passengers are provided with a safe and high-quality service. Deliver best value through the implementation of diverse and effective procurement processes.

Main Responsibilities and Duties

- Lead a competent, effective and motivated team of staff and effectively delegate and deliver work to the required standards, providing leadership, support and effective performance management and planning. Plan and deliver the commissioning and contracts management function for Client Transport which ensures long term organisational needs are identified and met. Manage and motivate a team of staff to deliver the service.
- Ensure that operational targets including the requirements within the Dynamic Purchasing System for suppliers are effectively interpreted and delivered and assure professional and legal compliance across procurement activity.
- Ensure information is managed and recorded using the appropriate systems such as InTend, Contractfinder and the School Transport MRI database. Prepare and present complex reports and comprehensive management information to inform of procurement activity and contract management to assist in understanding and shaping the supplier market.
- Manage risk within area of responsibility. Ensure all stakeholders and suppliers are aware of and comply with relevant regulations and procedures. Immediately deal with situations where the business continuity plan has been evoked. Potential risk is identified, and mitigation is planned and regularly reviewed. Responsible for ensuring the implementation of the Council's safeguarding and other policies with suppliers.
- Manage relationships with suppliers to commission, manage, evaluate and enhance appropriate service delivery / capacity within area of responsibility to ensure services are delivered on time, to budget and standards agreed in the Home to School Service Specification. Proactively identify and action opportunities to improve delivery / capacity of provision. Resolve operational issues or escalate as appropriate. Key lessons are learned by continued engagement with the supplier market.
- Manage major projects such as school transport retendering round and contribute to organisation wide and partner-based programmes to agreed specification, timescales, governance requirements and budgets. Major change initiatives such as the introduction of a new Dynamic Purchasing System (or Market) are successfully implemented using the appropriate project management change methodology.
- Initiate, develop and sustain good working relationships with stakeholders such as schools and colleges. Ensure stakeholders are consulted and engaged during retendering activity. Support stakeholders in consultation and negotiation, where appropriate. Ensure stakeholders are engaged and co-operation is secured and their views available to inform recommendations.
- Promote and deliver continuous improvements throughout area of responsibility, enhancing the quality of the service. Identify additional requirements or opportunities to establish new ways of working. Lead initiatives to improve service delivery and performance by team members and transport operators and their staff. Recommend and deliver innovative solutions around alternative types of tendering for school transport. Improvements have been developed, delivered and communicated effectively to all staff across Client Transport. Ensure value for money and best practice, referenced to external benchmarks, such as the Department for Education Annual Return and the Association of Transport Co-Ordinator's Annual Survey. Stakeholder requirements are understood and managed to meet expectations.
- Use initiative and professional expertise to manage response to complex or politically sensitive issues using the Home to School Transport Policy to base guidance on. Complex / politically sensitive issues are recognised and managed through to a satisfactory conclusion or escalated further if required.

Accountability

- If this role manages a budget please state the size of the budget: No – However the Client Transport contract spend is approx. £40 million and effective contract management is a key part of ensuring value for money.
- If this role monitors a budget please state the size of the budget: As above
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. *(e.g., BCC, AVDC, WDC or CSB)*

3 direct reports 3 x G7

- How many indirect reports does this job have in its reporting line?
  4 x G5 1 x G4

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months Input to Summer Ops planning	✓	Ensuring resources are in place to deal with sort notice quick turnaround tenders to ensure statutory school transport requirements are met.
1 year – Ensuring tender round dates are planned, robust and delivered	✓	Ensuring all parties, including the supplier market, is aware of key milestones to ensure a successful tender round achieves savings.
3-5 years – Ensuring all 6 tendering rounds are programmed	✓	Plan to ensure that the supplier market has sufficient time to be able to submit considered tender prices across the 6 tender rounds

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience ***(taken from role profile to complete)***	**Job Specific Examples**	**Essential**	**Desirable**
Substantial relevant experience as a professional expert in a large / complex organisation with expert knowledge in the specialist field.	Expert knowledge of managing an operational service area with high volume activity and procurement spend. Provide specific specialist technical advice to benefit and advance a project	✓	
Excellent knowledge of the service and partner / provider relationships and wider sector / external influences.	Experience of managing relationships with diverse stakeholders from large national firms to small independent SME's. Experience of strong influencing	✓	

	skills and relationship building.		
Expert knowledge and understanding of the systems, policies, procedures, professional guidelines, legislation, best practice and emerging developments within the scope of the service area.	Expert knowledge of Entitlement and Home to School Transport policies and how the council operates their statutory obligations. Understanding of current transport procurement legislation	✓	
Experience of identifying and managing risk.	Work complies with all Health & Safety and safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or vulnerable adults as appropriate.	✓	
Proven ability to manage conflicting and changing priorities and the ability to work under pressure.	Demonstration and understanding of the importance to priorities workloads and delegate when needed. Show the ability to manage expectation both internally, externally whilst always presenting a resolution	✓	
Excellent planning and organisational skills, to manage a range of complex activities and to achieve targets and objectives.	Manage work programmes that deliver cost and efficiency savings to benefit the wider team and stakeholders. Provide specific specialist technical advice to benefit and advance a project	✓	
Significant experience of setting standards and measures and managing contract compliance / performance.	Evidence of managing high volume, high risk and high spend contracts. Measuring supplier performance against contract terms and conditions and taking appropriate actions for non-compliance.	✓	
Excellent communication, interpersonal and influencing skills	Dealing with emotive client complaints and achieving satisfactory resolution for all parties.	✓	
Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the organisation.	Working with parent/carers and schools to achieve the best outcome for all parties to provide safe but cost effective transport solutions.	✓	
Qualifications ***(taken from role profile to complete)***		**Essential**	**Desirable**
Educated to degree level or equivalent standard.			✓
Other Requirements		**Essential**	**Desirable**

A full driving license required to be able to carry out the role *(tick as appropriate)*		✓
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	Y	
**** Delete as appropriate <u>one</u> of the below*** ***All posts that need an enhanced or standard DBS check** This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent convictions and conditional cautions • All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020 and 2023). For further information on filtering please refer to Nacro guidance and the guidance published by the Ministry of Justice (see, in particular, the section titled 'Exceptions Order'). ***OR (*delete as appropriate)*** ***For all other post regardless of whether require a Basic check or no check at all** This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro	Y Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.