

Contracts Manager - Social Care General

Grade 12

Job purpose

The job of Contracts Manager works as part of the Contracts and Monitoring Unit to ensure that contracts managed within the Commissioning and Health Partnerships Service are managed in accordance with Commissioning, Public Health & Adult Social Care and Council procedures; that assigned contracts are monitored and that corrective / preventative action is taken to ensure compliance with specifications and legislative requirements.

This role is based within [Adults and Health](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Ensure that regular and effective reviews on performance and standards of assigned contracts/SLA's are conducted.
- Act as a lead on behalf of the Commissioning, Public Health & Adult Social Care Services Management Team in identifying service standards and targets to be met by contracted service providers.
- Prepare monitoring reports on the performance of Contracted Services for Managers, Members, and stakeholders.
- Liaise with Partner Agencies, in-house and Independent private/voluntary sector providers, and other departments in the Council.
- Act as lead officer in drafting, publicising, evaluating and letting contracts within the assigned area for service provision, in conjunction with service and commissioning managers, other corporate services and external partners.
- Act in accordance with the Council's Contract Procedure Rules and with national and European legislation.
- Make and operate within arrangements with relevant NHS organisations for joint purchasing and joint monitoring of externally purchased services, including Pooled Budgets.
- Monitor contractors' compliance with targets and standards, to report regularly to Commissioning, Public Health & Adult Social Care Services Management Team on the operation and effectiveness of contracted services, and to identify any issues arising.
- Commission and conduct management and quality audits on behalf of services to ensure contract compliance.
- Manage regular and effective Performance Monitoring meetings for assigned contracts and to ensure users/carers are included where appropriate.
- Research, consider and promote new ways to achieve improved performance by contractors by sharing best practice with other organisations.
- Develop external partners' expertise and build their capacity to respond to changing demands.
- Research and evaluate alternative methods of service delivery to improve performance in conjunction with service delivery managers.

- Prepare Contracts and Service Level Agreements for Services affecting Community Care Service delivery, within the assigned area of service provision.
- Support the Commissioning, Public Health & Adult Social Care Services Management Team on estimation of costing and evaluation of quality of the Contracted Services. To look at costings from the perspective of Best Value.
- Act as the lead officer for specific projects and liaise directly with managers within the Department.
- Consult Service Users and other stakeholders and involve them in the development of specifications, drafting of service standards, policy review and evaluation processes (including face to face interviews, focus groups and conferences).
- Advise the Commissioning, Public Health & Adult Social Care Services Management Team of suitable standards and targets for Service delivery, having regard to audit commission, professional bodies, and best practice guidelines.
- Work alongside front-line staff to improve service quality and performance.
- Review performance in the light of experience, changing requirements, and legislation affecting Commissioning, Public Health & Adult Social Care Services, and other Council Services.
- Identify and recommend areas of policy or issues which need to be reviewed or amended.
- Act as lead officer in any policy and best value review groups as required.
- Negotiate financial terms for contracted services with service providers, having regard to the available budgets and the cost effectiveness of contracted services.
- Ensure that budgets available for contracted services are used effectively and in conjunction with service and commissioning managers to respond to any financial issues which may arise.
- Approve invoices for payment in accordance with the Council's Financial Procedure Rules.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Ability to understand and manage complex situations across the service area and agencies.	Essential
Ability to think and plan strategically in timescales of at least one year.	Essential
The ability to contribute to policy development.	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Ability to establish and develop management systems and procedures particularly those which evaluate service provision and staff performance.	Essential
Ability to promote a positive image of the service and communicate service values effectively.	Essential
Ability to demonstrate extensive verbal and written communication skills.	Essential
Ability to organise and prioritise workloads.	Essential
Analytical and problem-solving skills based on a clear understanding of issues facing Commissioning, Public Health & Adult Social Care services.	Essential
Experience at a management level in the provision of social care services.	Essential
Shows some understanding of the business environment affecting social care services.	Essential
Shows some understanding of the assessment and procurement processes as they affect the provision of social care services.	Essential
Shows some understanding of contract law as it impacts on the purchase of social care services.	Essential
Ability to use IT Systems and packages to communicate and manage data.	Essential
Experience of resource allocation.	Essential
Experience within a Social Care or related setting.	Essential
Experience of liaison and consultation with other agencies which achieved identifiable outcomes.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Financial Services	Grading ID	21470 (linked to 24055)
Job ID	80100380	Last Updated	March 2023
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Adults	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		