



ICT Category and Contract Manager

Permanent, based in Kingston and Sutton

Grade: J

The role reports directly to the Commercial Manager

Position Summary

Digital and IT is a shared service between Kingston and Sutton councils providing digital and technology services to both councils as well as a number of arm's length companies.

We are committed to delivering excellent public services to our residents and local businesses, which is why we place the user, and their needs, at the heart of our agile delivery strategy. We are proud of our developing digital culture, and have a team of excellent professionals working across multi-disciplinary teams to deliver our new digital services.

Both councils are undertaking significant transformation of their services. We are therefore looking to recruit vibrant, talented people who would be excited to help us build user centred, modern digital services across two councils.

Working as part of a wider team, you will have overall responsibility for support of all ICT procurement activity, compliance and contract management.

Purpose of the Role

We are currently looking for a Category and Contract Manager.

In this role, your responsibilities will include:

Management

- Manage four key areas of ICT
 - Contract and Supplier management
 - Commissioning and Procurement requirement management
 - ICT Category plan management
 - Delivery of identified savings management
- Embed and support of Contract and Supplier management framework and disciplines

- Support of all ICT related Commissioning and Procurement activities ranging from BAU requirements to new activities
- Support the Commercial Manager in the defining the ICT Category plan and delivery of savings
- Identify and support of further improvement opportunities across the ICT Category
- Support the development of the Category Management team and provide coaching to develop the skills and knowledge to further improve the maturity of the ICT Category

Strategy

- Maintain and support the development of the sourcing strategy for ICT on a 3 and 5 year cycle
- Work closely with the ICT Team leads and Commercial Manager to support and deliver the ICT Category Management Plan and associated KPI's
- Participate in inter-authority category management initiatives for the benefit of the contributing authorities
- Drives purchasing best practice and compliance to ensure the needs of the service, the Councils and ICT are met or exceeded
- Identifies opportunities for greater cost and effort efficiency while driving up quality of service to the appropriate levels
- Maintain effective relationship across existing supplier base and manage supplier in line with any existing or new metrics
- Improve compliance and governance levels across ICT spend
- Ensure the maximum benefit and lowest risk is achieved from ICT's contract through appropriate Supplier and contract management disciplines

Process

- Implements a consistent approach to purchasing, supplier and contract management based around the Commissioning and Procurement framework and ICT's strategy
- Responsible for compliance with Council Procedures and EU Regulation in respect of the procurement of all ICT goods and services
- Maintains control over the operation of formal ICT contracts between the Council and suppliers
- Supports the contract and supplier databases and processes

Consulting / Stakeholder Management

- Provides procurement advice to Business through Business Partners and Identifies Opportunities for greater buy-side efficiency
- Engages with all key ICT internal and external stakeholders to create and maintain a clear roadmap/pipeline for ongoing as well as future activities

Finance

- Provides Category specific expertise input into the service's business value modelling process
- Contributes to the budget planning process ensuring that re-commissioning and end-of-contract financial demands are planned for and managed appropriately
- Supports the monitoring of expenditure against contract, forecasting and management of the process of budget variation as dictated by changes in service

- Responsible for ensuring that the contracted financial commitment is documented and managed

General

- To work in accordance with RBK's Equal Opportunities, Health & Safety, relevant policies and legislation
- Any other duties commensurate with the grade of the post as may be required from time to time, including attending meetings outside normal working hours

Leadership Responsibilities

There are a number of roles across the department at Grade I, J or K that are designated as Lead or Manager. These roles have a dual purpose in that they are expected to have specialist knowledge and skill within their own area and also play an active part in the operational management. They will do this by:

- Understanding and supporting the Digital Strategy
- Working with their line manager and other leads/managers within the team to manage the team workload
- Managing other resources such as physical or logical technology/software and vendor services
- Providing appropriate analysis and reporting within their area of expertise
- Coaching less senior members of the team both professionally and technically
- Acting as a lead for assigned category spend across the department and the wider customer base in promoting, communicating and developing their area of expertise
- Seeking opportunities for innovation and collaboration
- Demonstrating the culture and values on a day-to-day basis.

All Lead and Manager postholders (at grades I, J and K) are expected to be able to deputise for their line manager (typically an L or M grade). This role does not have any day-to-day line management responsibilities.

Key activities

Supplier Relationship Management

Level 5

On behalf of a client organisation, the identification and management of external suppliers to ensure successful delivery of products and services required by the business.

- Maintains a broad understanding of the commercial IT environment, how the organisation sources, deploys and manages external partners and when it is appropriate to use in-house resources.
- Develops and manages contracts with suppliers to meet key performance indicators and agreed targets, taking account of information security of third parties.
- Is responsible for the liaison between the organisation and designated supplier(s).
- Carries out benchmarking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed.

- Is responsible for the management and implementation of supplier service improvement actions and programmes.
- May be responsible for managing a discrete IT function or service in a multi-supplier environment.

Contract Management

Level 5

The overall management and control of the operation of formal contracts between own organisation and suppliers, for supply of products and services.

- Oversees and measures the fulfilment of contractual obligations.
- Uses key performance indicators (KPIs) to monitor and challenge supplier performance and identify opportunities for continuous improvement.
- Develops strategies to address under-performance and compliance failures, including application of contract terms.
- Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences for the business and/or the procurement element of programmes/projects.
- Negotiates variations and seeks appropriate authorisation.
- Actively supports and engages with experts and stakeholders to ensure continuous improvements are identified through review and benchmarking processes.
- Develops and implements change management protocols.

Financial Management

Level 4

The overall financial management, control and stewardship of the IT assets and resources used in the provision of IT services, ensuring compliance with all governance, legal and regulatory requirements.

- Monitors and maintains all required financial records for compliance and audit to all agreed requirements.
- Assists all other areas of IT with their financial tasks, especially in the areas of identification of process, service, project and component costs and the calculation and subsequent reduction of all IT service, project, component and process failures.

Leadership

- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working
- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this.

Commissioning and Performance Management

- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the services in line with demand

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports the councils' commitment to community cohesion and valuing diversity and social inclusion.

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery.
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The Person

In order to successfully deliver the responsibilities of the role, it is essential that you can demonstrate experience and knowledge in the following areas:

Experience

Autonomy

- Has defined authority and responsibility for a significant area of work, including contract and supplier management, leading on commissioning activities, technical, financial and quality aspects.
- Drives forward organisational objectives and delegates responsibilities.
- Is accountable for actions and decisions taken by self and subordinates.

Influence

- Influences policy formation on the contribution of own specialism to business objectives.
- Influences a significant part of own organisation.
- Develops influential relationships with internal and external customers/suppliers/partners at senior management level, including industry leaders.
- Contribute to decisions which impact the work of the councils, achievement of organisational objectives and financial performance.

Complexity

- Performs highly complex work activities covering technical, financial and quality aspects.
- Contributes to the formulation and implementation of ICT strategy and ICT Category plan.
- Creatively applies a wide range of technical and/or management principles.

Business skills

- Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences.
- Assesses and evaluates risk.
- Has a broad understanding of all aspects of ICT and deep understanding of own specialism(s).
- Understands and communicates the role and impact of ICT in the Councils and promotes compliance with relevant legislation.

Knowledge

- Good working Knowledge of Public Sector procurement policy and legislation within the ICT Category , the rationale underpinning it and recent “hands on” experience
 - Thorough understanding of UK and EU Finance and Procurement Law
 - Very good knowledge and understanding of Local Government organisation and services
 - Good knowledge of strategic procurement processes, procurement developments and emerging practice
 - Good Knowledge of contracts and supplier management , including monitoring principles, techniques, including the formation and monitoring of Performance Indicators
 - Broad knowledge of the ICT Category, contract and general key players in the market and behaviours
 - Very good knowledge of Category Management and recent ‘hands on’ experience of embedding not only category management, but also driving supplier relationship management disciplines.
 - Knowledge of, and commitment to equal opportunities
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Context

Shared Digital & IT Service

Digital and IT is a shared service between Kingston and Sutton Councils providing digital and technology services to both councils as well as a number of arm's length companies. These organisations are all different - in size, their customer groups and their aims. Digital & IT needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

Many of the organisations we serve have already undergone significant digital and technological transformation. Digital and IT is committed to delivering great public services that are not only highly effective but also easily accessible. We've championed the digitisation of services as well as adopting a 'mobile first' model to ensure that this commitment is fulfilled. There continues to be great opportunities to revolutionise the way we deliver key services.

The councils are focused on delivering the best possible outcomes for their communities. To do this we need staff who thrive in a networked organisation and who can provide strong leadership.

Corporate responsibilities and competencies

Corporate responsibilities

The councils require managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

Our leadership competencies

Leadership

- Ability to demonstrate successful leadership and build a strong, capable and highly motivated team

Partnering for Excellence

- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for the councils and the community

Communication and Influencing

- An ability to understand and respond to the evolving economic and social environment within which the councils operate
- Seeks, listens to and responds to the views and ideas of staff and customers
- Keeps staff informed of information that affects them

Putting the Customer First

- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of council business

Being the Best

- Support performance improvement by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions
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Our priorities, values and behaviours

Our priorities and values

The council wants to change its relationship with our communities, our partners and the people we serve. This means:

- Enabling communities to do more for themselves
- Enabling people to be independent and be able to flourish
- Enabling good growth for businesses and our communities to thrive
- Enabling our staff to take decisions and be free of unnecessary bureaucracy
- Enabling us to use our resources and assets – human, physical and financial – to the very best effect
- Enabling through services that are ‘publicly designed, not necessarily publicly delivered’.

Becoming an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning these priorities are the following values:

- **Supportive** of trying new ideas, with the courage to change direction
- **Transparent** and connected in all that we think, say and do
- **Appreciative** of each other, recognising and celebrating success
- **Respectful** of difference and valuing diversity.

Digital & IT Behaviours

In Digital and IT, we want to encourage behaviours that support the values of both of our councils.

- Within teams and across the broader Digital and IT department, we'll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and IT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself

and seeking out other opportunities to learn and to stay up-to-date with technology and business direction

- We have the responsibility of digitally enabling our councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.
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