

Strategic Partnerships & Contract Monitoring Officer

Reports to:	Head of PFI (Technical Adviser)		
Department:	Housing	Grade:	PO4
DBS Status:	No	Politically restricted:	No

Job Purpose:

- This role will be responsible for the operational contract management of the high value, high-risk long-term Hillside PPP scheme (30 years' duration expiring in 2037, c.£2.5m spend and involving complex commercial calculations, this is one of the Council's Strategic Platinum contracts).
- The post holder will deputise for the Head of PFI (Technical Adviser) as required.
- The post holder will be responsible for adherence to the Council's Contract Management Framework, scrutinising existing and ongoing information provided by the supplier, being tenacious with obtaining answers to contract queries and resolving issues such as agreeing deductions, agreeing programmes of work or extensions of time. The postholder will identify and escalate issues as or when necessary to the Head of PFI.
- The postholder will provide advice and support as necessary on other commercially challenging contracts that the Council has or is preparing to enter; support and advise Council officers, directors and councillors, providing them with a high level of professional advice on a broad range of contract management issues.
- This role will establish and invest in strong partnerships with affordable housing providers in the borough, so our residents' homes are well maintained and collectively alongside partners we continue to deliver for Brent Council's residents.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. Acts as the Council's initial representative for the Hillside PPP contract and with regards to the remit set by the Head of PFI is authorised to represent the Council's position in negotiations with contractors, partners and external organisations in relation to this

contract; as well as any other complex contracts as may be identified as requiring support from the postholder from time to time.

8. Exercise delegated authority for the management and validation of contractual matters, approving deductions and agreeing contractual remedies, determining appropriate actions to address performance, compliance and operational issues.
9. Hold contractors accountable for delivery against contractual requirements, service standards and key performance indicators.
10. Identify, assess and manage contractual, operational, financial and reputational risks, implementing corrective actions where required, ensuring escalation as needed
11. Validate contractor performance data, challenge service outcomes and determine whether contractual obligations have been met and if not, recommend actions that should be taken by the council as a result
12. Responsible for scrutinising and assuring expenditure of approximately £2.5m per annum and identifying opportunities to improve value for money and resident experience.
13. Responsible for determining and implementing actions necessary to protect the Council's contractual, financial and reputational interests where contractual performance falls below required standards.
14. Responsible for ensuring effective delivery of a strategic contract where decisions directly impact service quality, contractual compliance, financial performance and outcomes for residents.
15. Responsible for decisions which directly affect the delivery of a strategic contract, service provision to residents, achievement of corporate objectives and the Council's financial and reputational interests.
16. Lead contract governance arrangements, ensuring compliance with the Council's Contract Management Framework and reporting requirements for this and other complex contracts as may be required from time to time.
17. Prepare and present strategic reports, recommendations and assurance information to senior management, Members and governance boards.
18. Develop and maintain strategic partnerships with housing providers, contractors and external stakeholders to support service delivery and improvement. Recognise the impact of the Hillside PPP and other contracts can play in achieving wider organisational outcomes such as meeting the goals of the Borough Plan ('Moving Forward Together') in improving Brent's affordable housing stock generally as well as contributing to any other initiatives which may be outlined by Cabinet and other bodies from time to time
19. Represent the Council in meetings and correspondence with contractors and partners on contractual, operational and performance matters.
20. In the absence of the Head of PFI, assume responsibility for contract governance, stakeholder management, performance management, risk management and representation of the service at senior management, partnership and governance meetings.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Government Commercial College's Contract Management Capability Programme Foundation qualification

2. Willingness to study for further professional contract management qualifications eg. CMCP Practitioner and Expert
3. Evidence of continuing professional development
4. Good knowledge of contract management principles, policies and practices
5. Sound understanding of housing issues
6. Working knowledge of local government governance and monitoring arrangements
7. Working knowledge of project management methodology

Experience

1. Preparing reports and data rich information
2. Analysing information to identify trends and sound inferences from the information. Investigates issues that arise. Able to investigate more open-ended problems and propose solutions
3. Using complex financial and non-financial information to project future outcomes and appraise options.
4. Champion contract management good practice, identify potential problems and propose solutions
5. Experience in project management within a housing and/or local government setting
6. Extracting data from systems, manipulating and producing information in a variety of formats.
7. Experience in producing briefings and reports on specific issues for senior managers. Using information to support arguments and recommendations and able to present complex information verbally as well as in written form. Can produce presentations on specific issues and deliver them to managers and other Housing staff
8. Experience with working with other officers from across teams or departments to identify potential corrective action in response to significant risks and/or variances, and to develop appropriate action plan, following through to completion
9. Giving presentations or updates to a variety of stakeholder audiences including residents, officers, directors and councillors
10. Experience of providing advice and support to Council service departments

Skills and Abilities

1. Ability to solve complex technical issues where required, is aware of potential changes and options and can explain the impact of them.
2. Ability to analyse monitoring information and identify variances and trends, identifying impact those trends will have, producing reports and projections.
3. Ability to use and develop strong contract management principles and practice and embed these in their work.
4. Willingness to think creatively and react swiftly to risks and opportunities.
5. Demonstrable ability to be bold, curious, collaborative and work to the Council values.
6. Ability to exercise delegated authority in relation to contractual, governance and operational matters, making decisions within agreed parameters and determining appropriate courses of action in response to contractual, financial and performance issues. Able to provide authoritative advice to senior officers, Members and partners, justify decisions taken and influence outcomes through effective negotiation and stakeholder management.
7. Ability to use a variety of graphs and tables to present data within reports.
8. Ability to contribute to system design. Able to identify potential uses and propose smart solutions. Is able to identify opportunities for using technological systems to produce general efficiencies and increase productivity of the individual and the wider team.
9. Excellent interpersonal, negotiating and influencing skills.
10. Excellent computer literacy and IT skills.

11. Ability to build relationships and work in partnership such that the post holder can build trust and rapport with people outside the team and can build internal and external contacts.
12. Ability to effectively manage resources and projects. The post holder must be capable of organising resources and planning work sufficient to meet individual, team and departmental objectives.

Budget Responsibility
Overall Headcount

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs