



LONDON BOROUGH OF MERTON
COMMUNITY AND HOUSING DEPARTMENT
JOB DESCRIPTION

Post Title: Contracts and Market Management Manager

Grade: ME16

Division/Section: Community and Housing
Commissioning

Location: Civic Centre

Responsible to: Head of Commissioning & Market Development
Responsible for: Contract and Market Management Officers x 2, Ensuring high quality and sustainable provider services, project staff (various)

Post number: **Date: June 2019**

MAIN PURPOSE

1. Working to the Head of Service the post holder is responsible for the contract management of externally provided services across Adult Social Care markets. Supporting the department to deliver its statutory functions under the Care Act of ensuring a sufficient supply of high quality, diverse care and support services to borough residents.
2. The role manages the delivery of contract management, quality assurance and procurement activity across the commissioning and contracting cycle. It provides strong leadership and effective management of contracted service providers with a collective value in excess of £43m.
3. To develop and manage the departmental processes for ensuring contractual compliance of providers, and implementation of a framework of quality assurance processes to ensure high performing, high quality service providers in Merton.
4. To have a strategic understanding of the operating environments across adult social care and health. To provide greater synergy and alignment of contract & market management and quality assurance activity across the local system.
5. To provide leadership and management capacity to the Head of Service and support the statutory commissioning and market shaping functions of the department. This includes taking the lead on provider failure protocols.

6. To develop the talent within your team, including management development for the benefit of the whole organisation
7. To support the integration of health and social care as per the Social Care Green Paper, the NHS 10 year forward plan and to consider best use of local resources, across organisations, in market development and management plans and activities.
8. Ensure that commissioned services safeguard those who are or might be vulnerable. take an active role in developing strategic partnerships with service users, carers, care & support providers, in the independent and voluntary sectors.
9. To lead on the development of closer organisational links with other departments, agencies and partners including Health and private businesses to develop and promote effective sharing of intelligence and data to prevent and reduce the risk of provider failure in the borough

2. MAIN DUTIES AND RESPONSIBILITIES

- Maintain strong and collaborative relationships with key stakeholders. These will include service users and carer, internal and external council departments, provider services, health care commissioners including practice-based commissioners, and independent and voluntary organisations
- Lead on the delivery of the borough's approach to contract management of health and social care providers, quality assurance and procurement planning. Support the Assistant Director to develop a market management plan with a 3-5 year horizon, developed to support the market position statement and improving quality across external providers.
- Develop and implement quality standards and procedures to contracting and quality assurance activity, driving robust performance improvements and changes to system, processes and procedures as required.
- Lead on the delivery of specific procurement projects, in accordance with Council Standing Orders and EU procurement regulations and supported by corporate procurement colleagues. Ensure that procurement activity is supported by clear contractual terms and conditions, Key Performance Indicators and Quality Standards
- Develop and co-ordinate provider improvement plans, warning notices, suspension protocols and information sharing procedures where providers are deemed to be under-performing or in breach of contract.
- Lead, in conjunction with commissioners on negotiations of price increases and annual fee setting, based on performance and quality standards with providers who are in contract. Operate in a manner that promotes equality of opportunity and collaborative working
- Provide Leadership to the team, enabling members to embrace and move forward with changes in a positive, enthusiastic and effective way. Represent the department at relevant seminars, interdisciplinary and strategic meetings. represent LBM at key local and national meetings where appropriate
- Manage and develop contract and market management staff in accordance with the Authority's performance management scheme including regular supervision, individual performance targets and yearly appraisals
- Lead on producing statistical management information and data, reporting to members, directors, and senior management, government departments and other outside agencies.

- Ensure any relevant new national directives/policies from the Department of Health are adequately planned for and implemented.
- Undertake such other duties as may be required by, or on behalf of the Head of Service, that are commensurate with the responsibilities of the post.
- Be aware of and understand the Council's Equal Opportunities Policy and ensure that at all times the duties of the post are carried out in accordance with the policy.
- Ensure that corporate and departmental health and safety policies are followed, and to raise any concerns in this area with the line manager.

LONDON BOROUGH OF MERTON
COMMUNITY AND HOUSING DEPARTMENT
PERSON SPECIFICATION

POST TITLE: Contract & Market Management Manager

Grade: ME16

Date: June 2019

Qualifications and Education

1. Educated to a higher level (degree level qualification or equivalent) or relevant experience
2. Evidence of continuing professional and/or technical development.
3. Relevant commissioning/contract management related qualification or training (desirable)

Skills

1. Outcomes focused and solution-oriented
2. Knowledge of contract legislation (including UK & EU Public Sector procurement law) and procedures within a public sector environment (preferably social care)
3. Knowledge of the adult social care and community provider sectors required
4. Exhibits confidence and leadership, can show evidence of engaging and influencing key stakeholders externally and internally
5. Delivers a collaborative approach to managing providers, markets and contracts; based on market intelligence, data and evidence
6. Can lead in ambiguous situations, demonstrates resilience, readily adapts to change and exhibits personal growth

Knowledge and Experience

1. Significant experience of successfully delivering contract management functions within public sector partnership settings delivering tangible improvements to service outcomes;
2. Excellent understanding of the policy and strategic framework for health and social care, including a strong focus on adults;
3. Significant experience of developing and delivering successful and complex projects or services in partnership with other agencies;
4. Experience of working within a politically driven organisation producing reports for elected member decision making
5. A track record of successfully leading and managing complex cross-functional projects and programmes to time and on budget
6. Experience of working in a managerial role in a large and complex organisation
7. Evidenced knowledge of key issues and considerations in relation to quality assurance, procurement, contracting and transformation activity within the service and relevant policy and legislation.
8. Evidenced excellent influencing and negotiation skills to drive and manage change and deliver strategic priorities
9. Evidenced based approach to managing provider concerns and performance issues in order to achieve service development and long term sustainability of high quality providers
10. Excellent interpersonal skills with the ability to establish positive working relationships with staff at all levels, corporate colleagues, external organisations etc to generate confidence, trust and respect
11. Evidenced excellent commercial skills and business acumen
12. Evidence of successfully managing and mitigating risks including those of a service, commercial, financial procurement and political nature

Other Considerations

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.