

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Senior Contract Manager
<b>MANAGED BY:</b>	Head of Commercial
<b>GRADE:</b>	Grade 13

**ROLE OVERVIEW**

<b>Approx. size of team</b>	2x Contract Managers, 1x Contract Management Officer
<b>Key accountabilities:</b>	<ul style="list-style-type: none"> <li>• <b>Lead and embed the Authority’s contract management framework:</b> Implement consistent standards, tools, and processes across all major contracts to improve supplier performance, value for money, and compliance.</li> <li>• <b>Develop and manage the Contract Management Centre of Excellence (CMCoE):</b> Build organisational capability through training, guidance, and support to contract managers across directorates. The Contract Management Centre of Excellence will champion post-award contract management maturity, including capability building, tools, templates, and reporting that embed a consistent, data-driven approach to contract management across the organisation.</li> <li>• <b>Oversee contract performance and risk management:</b> Monitor strategic contracts, address underperformance, and provide assurance and reporting to senior management and governance boards.</li> </ul>
<b>Key relationships:</b>	<ul style="list-style-type: none"> <li>• <b>Internal:</b> Head of Commercial (reporting line), Senior Procurement Managers, Senior Commercial Governance and Assurance Manager, Project and Programme Managers, Finance, and Legal.</li> <li>• <b>External:</b> Strategic suppliers, Commercial Partner, partner authorities, government departments, and professional networks (e.g. Cabinet Office, CIPFA, Crown Commercial Service).</li> </ul>

## THE ROLE

This is a key leadership role within the Commercial Team, responsible for strengthening the Combined Authority's contract management capability and ensuring effective delivery of high-value programmes and services. The postholder will lead the design and implementation of a consistent, professional approach to contract and supplier management across the organisation, supporting delivery of the Contract Management Improvement Programme.

Reporting to the Head of Commercial, the Senior Contract Manager will:

- Lead the development and delivery of the Authority's Contract Management Strategy, ensuring all major contracts deliver against agreed cost, quality, risk, and value objectives.
- Build and manage a team of Contract Managers responsible for oversight of strategic contracts, providing expert guidance, challenge, and assurance.
- Establish and maintain the Contract Management Centre of Excellence (CMCoE) to embed best practice, promote consistency, and build organisational capability.
- Implement tools, templates, and performance frameworks that improve visibility of supplier performance, risk, and opportunities for value creation.
- Drive continuous improvement through analysis of contract performance data, supplier engagement, and lessons learned.
- Work collaboratively with project leads, directors, and business teams to ensure contract management is embedded throughout the commercial lifecycle and supports the Combined Authority's wider strategic outcomes.

## KEY RESPONSIBILITIES

- Lead the implementation of the Contract Management Improvement Programme, setting and maintaining standards for contract management across all strategic contracts within the Mayoral Combined Authority.
- Establish and embed a Contract Management Centre of Excellence (CMCoE), building capability, sharing best practice, and driving continuous improvement across all business areas.
- Lead the development and continuous improvement of post-award contract management processes, including performance reviews, risk registers, change control and KPI tracking.
- Work closely with project and finance teams to monitor supplier performance, manage variations, and ensure robust commercial controls throughout delivery.

- Support directorates to manage their contracts effectively and consistently through training, mentoring, and the use of standard tools, templates, and performance frameworks.
- Provide robust governance, challenge, and assurance, ensuring compliance with Contract Standing Orders, internal policies, and public procurement regulations.
- Lead the mobilisation of strategic contracts, ensuring that effective contract management plans, performance frameworks, and risk mitigation measures are in place from the outset.
- Monitor and review contract performance data, working proactively with contract managers to address underperformance and realise opportunities for improved outcomes and value for money.
- Champion commercial excellence and cultural change, influencing senior leaders and project teams to embed contract management best practice at every stage of the commercial lifecycle.
- Identify innovative and creative ways to drive value and savings across all contracts.
- Support effective contract close-out, lessons learned and transition into future procurement activity.
- Prepare and present contract management updates and recommendations to CLT and Committees as required, ensuring transparency and informed decision-making.
- Act as a visible role model for the Combined Authority's values and contribute to building a professional, collaborative, and high-performing commercial function.

## PERSON SPECIFICATION

### ESSENTIAL (MUST HAVE)

#### Qualifications and Knowledge

- Educated to degree level (or equivalent experience) in a relevant discipline such as business, law, or commercial management.
- Strong knowledge of public-sector contract management, procurement principles, and commercial governance (including Public Contracts Regulations and HM Treasury Green Book).
- Understanding of risk, change, and performance management in major contracts.
- Working knowledge of standard forms of contract (e.g. NEC, JCT) and their application in infrastructure or services.
- Awareness of corporate health and safety responsibilities relevant to contract delivery.

#### Experience

- Proven experience in leading contract management or commercial management functions on high-value, complex programmes and capital projects in the public sector.
- Track record of embedding contract management best practice, including tools, templates, and training across multiple business areas.
- Experience of driving supplier performance, identifying risks and opportunities, and implementing performance improvement actions.
- Experience of influencing and engaging senior stakeholders in a complex, politically sensitive environment.
- Experience of managing and developing teams, providing leadership, coaching, and professional development.

### **Skills and Competencies**

- Strong leadership and interpersonal skills, able to motivate and empower colleagues and build trust-based relationships.
- Excellent analytical, problem-solving, and decision-making ability.
- Skilled at balancing strategic priorities with operational delivery and maintaining composure in complex or ambiguous situations.
- Ability to translate commercial and contract principles into practical, value-adding actions.
- Demonstrates high levels of integrity, political awareness, and commitment to public value.

### **DESIRABLE**

#### **Qualifications and Knowledge**

- MCIPS, IACCM, or equivalent professional qualification (or evidence of working towards).
- Chartered status (e.g. CIPS, CMI, RICS, or equivalent) or equivalent experience.
- Strong knowledge of NEC4, JCT or other standard/bespoke forms of contract, particularly their post-award management, risk, and performance mechanisms.
- Understanding of social value measurement and reporting, including practical delivery mechanisms under the Public Services (Social Value) Act 2012.
- Awareness of sustainability and net-zero commitments as they apply to contract delivery and supplier management.
- A solid understanding of Commercial Cost Management would be beneficial.

#### **Experience**

- Experience of building or embedding a Contract Management Centre of Excellence or similar organisational improvement initiative.
- Experience of capital project or professional services contract management in a regulated environment.

- Experience of drafting and interpreting contract clauses and KPIs, including designing performance frameworks that drive value and supplier accountability.
- Experience of working within or alongside local authorities, combined authorities, or central government departments, with understanding of governance and assurance processes.

**Skills and Competencies**

- Proven ability to analyse supplier performance data to identify trends and improvement opportunities.
- Competency in writing contract strategies aligned with business objectives, considering long-term relationship impacts.
- Proven ability to build trust and rapport with internal teams, clients and suppliers.