

JOB DESCRIPTION

JOB TITLE:	Contract Manager
MANAGED BY:	Senior Contract Manager
GRADE:	11

ROLE OVERVIEW

The Contract Manager is a senior operational role within the Commercial function, responsible for the effective post-award management of strategic and high-value contracts, ensuring suppliers deliver agreed outcomes, value for money, and compliance with public-sector governance requirements.

Working as part of the Contract Management team led by the Senior Contract Manager, the postholder will lead day-to-day contract management activity, embed the West of England Mayoral Combined Authority's (the MCA) Contract Management Framework, and provide professional advice and challenge to contract owners and project teams.

The role includes line management of a Contract Officer and active contribution to the development of the Contract Management Operating Model.

KEY RESPONSIBILITIES

Contract Management Delivery

- Manage a portfolio of strategic and complex contracts across infrastructure, transport and professional services.
- Implement and operate contract management plans, performance frameworks, risk registers, change control and supplier review mechanisms.
- Lead contract mobilisation activity, ensuring governance, reporting, performance and risk controls are established from the outset.
- Proactively monitor supplier performance, using data and insight to address underperformance and drive continuous improvement.
- Identify opportunities to improve value for money, social value delivery, and commercial outcomes within live contracts.

Governance, Risk and Assurance

- Ensure contracts are managed in accordance with Contract Standing Orders, procurement legislation and internal governance requirements.

- Provide proportionate commercial challenge to contract owners, budget holders and project teams.
- Contribute to contract management reporting for Corporate Leadership Team, Commercial Board and Committees as required.
- Support audits, assurance activity and responses to information requests relating to contract performance.

Capability and Continuous Improvement

- Embed the Authority's Contract Management Framework, tools and templates across assigned contracts.
- Contribute to the development of the Contract Management Centre of Excellence through sharing best practice, lessons learned and improved ways of working.
- Support organisational capability building through guidance, coaching and training for business-based contract managers.

People Management

- Support the Contract Officer, when required, to help set clear objectives, providing coaching and ensuring high-quality delivery.
- Foster a professional, collaborative and customer-focused culture aligned with the MCA's values.

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 and procurement regulations.
- Practical understanding of post-award contract management, performance management and supplier relationship management.
- Working knowledge of standard forms of contract (e.g. NEC, JCT) and their application.

Experience

- Significant experience managing complex or high-value contracts in a public-sector or regulated environment.
- Experience of leading supplier performance management and resolving delivery, cost or risk issues.
- Experience of influencing senior stakeholders and working within matrix-managed environments.
- Experience of managing or supervising staff.

Skills and Competencies

- Strong analytical and problem-solving capability.

- Confident communicator, able to provide professional challenge and advice.
- Organised and able to manage multiple priorities.
- Demonstrates integrity, political awareness and commitment to public value.

DESIRABLE

- MCIPS or equivalent professional qualification (or working towards).
- Experience of capital or infrastructure programmes.
- Knowledge of social value delivery and sustainability within contracts.
- Experience within local government, combined authorities or Central Government bodies.