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| **Role title** | **Strategic Contract Manager** |
| **Section** | **Commercial Services** |
| **Directorate** | **Finance** |
| **Reports to** | **Head of Commercial Services** |
| **Date** | **06/12/2024** |
| **Leadership Level** | **WLT** |
| **Grade** | **To be completed by evaluation panel** |

**Purpose of the role**

The Strategic Contract Manager role is responsible for the contract management of the Underground Network suite of contracts. These are the most strategically important contracts to the business and require clear direction and in-life management. The role is crucial in ensuring contract performance to deliver the required level of operational performance, delivering for customers.

The role is key to ENWL delivering its regulatory and customer commitments. The role leads the partnership with key suppliers in this area, driving strategy, maintaining contractual obligations, mitigating contractual, commercial and material risk which could affect ENWL’s reputation in the supply chain. The role will regularly liaise with operational managers, SLT and ELT as required and well as offering advice and support to other colleagues in Commercial.

**Knowledge, Skills and Experience**

**Experience and Knowledge:**

* Educated to degree level or equivalent
* Professional accreditation through CIPS,IACCM or equivalent would be welcome
* Evidence of managing contracts of significant value and complexity
* Evidence of creating commercial strategies to enhance the value delivered through contracts
* Significant experience (5+ years) in the management of contracts and working with other roles in the commercial lifecycle such as procurement, vendor managers and supplier risk management.
* Working experience of a range of contracts which are used in Utility or Engineering businesses would be advantageous. Specially the NEC form of contract.
* Significant experience (5+years) of working within a commercial function of a complex business
* Experience (5+ years) of creating contract management structures
* Track record of delivering strong performance of suppliers, tackling issues and driving innovation
* Adept at communicating, influencing, coaching, educating, challenging and managing senior stakeholders
* Generates enthusiasm and commitment from others
* Holds self accountable for outcomes
* Experience of balancing priorities in a fast paced, consistently changing environment to meet tight deadlines
* Proven numerical skills with excellent attention to detail.
* Excellent written and verbal communicator.
* Full UK driving licence.

**Skills and Expertise:**

* Excellent relationship management skills
* Collaboration skills with internal and external stakeholders to drive value
* Managing and influencing Director level stakeholders
* In depth contract management discipline understanding
* Influencing skills

**Principal responsibilities of the role**

* Own the key Underground Network suite of contracts, directly contract managing Suppliers
* Ensuring anticipated scope of service delivery through contracts
* Building relationships with suppliers that are culturally aligned to ENWL
* Manage contractual disputes of a significant value, working closely with legal as required
* Influence senior stakeholders to ensure ENWL are delivering to the client requirements of agreements
* Support senior management in the preparation of supplier commercial performance packs for the periodic interactions that they have
* Manage performance shortfalls, where the supplier is in significant breach of contract, receiving escalations from vendor managers and supplier relationship managers
* Commercial performance and SLA management
* Drive innovation and supplier development

**Leadership responsibilities of the role**

Whilst there are no direct reports to this role, it is important that the role holder demonstrates desired management behaviours across the Commercial Services function and beyond, role modelling positive behaviour towards change and effective communication. Previous line management experience would help in understanding the required behaviours. The role holder needs to influence the work and culture of many other in the organisation and as such must demonstrate leadership skills.

**Behaviours**

You will also demonstrate the following behavioural competencies:

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| Behavioural Competency | Enter ‘Y’ for relevant competences |
| Influencing - Concern for impact - You anticipate and respond to the needs of others in order to achieve an appropriate outcome. You are sensitive to the impact you have on others and you can modify your approach to influence the outcomes of your dealings with different people. | Y |
| Achieving - Results focus - You set objectives for yourself and others and ensure they are achieved within agreed parameters which in turn delivers successful business outcomes. | Y |
| Achieving - Concern for excellence - You strive to exceed your performance goals through the continuing pursuit of excellence and quality in all aspects of your work. | Y |
| Achieving – Initiative - You anticipate situations and problems, finding appropriate solutions and grasping opportunities. You take action that potentially adds value to the business and represents your contribution distinctively. | Y |
| Self Managing – Independence - You are prepared to raise issues in the face of opposition. You are able to stand up for your own ideas, not give in to group pressure and challenge more senior colleagues. | Y |
| Self Managing – Flexibility - You adapt your thinking and behaviour to suit the requirements of different situations; you see the value of an alternative view and are receptive to changing circumstances. | Y |

**Key measures *(Performance Indicators)***

* Ensure contracts are effectively mobilised
* Strategic and Critical Supplier improvement plans
* Contract agreement adherence
* Dispute management
* Adherence to framework of supplier meetings and KPI reviews
* Cost avoidance and cost savings
* Value added contract reviews
* Effective business stakeholder management
* Effective support to other areas of the Commercial function on contract disputes, renewals and new procurement activity

**Dimensions of the role**

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| Owner of a budget (has total responsibility for the budget)  | No – significantly impacts budget performance across the business |
| Budget Amount | £n/a |
| Number of Colleagues who directly report to role holder | 0 |
| Total number in team, including any colleagues who report mangers that come under the role | 6 |

**Key relationships *(Internal & External)***

Internal

* CSMT
* FLT
* SLT Members
* ELT Members
* Commercial Assurance
* Buyers
* Vendor Managers
* Finance Business Partners
* Supplier Relationship Managers
* Contract Managers

External

* Suppliers
* Legal (supplier solicitors, external third party legal teams)

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| Date Role Evaluated  | *Be completed by evaluation panel* |