



Head of Contract Management

JOB DESCRIPTION

JOB TITLE:	Head of Contract Management
BASED:	The Old Police House, Hyde Park, London, W2 2UH
SALARY:	£50,000 - £56,500 per annum
TERMS:	26 days annual leave pro rata, plus Public Holidays. A pension scheme is provided.

REPORTING TO: Director of Resources

RESPONSIBLE FOR:

Head of Procurement

KEY INTERNAL RELATIONSHIPS:

Head of Commercial Projects, Head of Events, Head of Catering, Park Managers, Works Project Manager. You will also have contact with the CEO, Directors and the General Counsel.

KEY EXTERNAL RELATIONSHIPS:

Commercial lawyers, Crown Commercial Services, commercial partners, contractors, contract management and procurement groups, other charities, business groups, other visitor attractions.

BACKGROUND:

The Royal Parks (TRP) is a relatively new charity set up in 2017 to support and manage 5,000 acres of Royal parkland, looking after eight of London's largest open spaces: Hyde, The Green, Richmond, Greenwich, St James's, Bushy and The Regent's Parks, and Kensington Gardens. We also manage other important open spaces in the capital including Primrose Hill, Brompton Cemetery, Victoria Tower Gardens, Canning Green and Poet's Corner.

The parks are enjoyed by millions of Londoners and visitors to the city each year. It costs around £40 million per annum to run the parks. Although we still receive funding from government, we now have to raise around 80% of our income. This self-generated income comes from a range of sources including events, filming and photography, catering, grants, lottery funding, licences, rental income and fundraising.

Most of The Royal Parks' services – from buildings maintenance to horticulture - are outsourced and have been for many years. Likewise, income generating activities, including catering and events are outsourced. This is a new role to ensure that there is a consistent approach to contract management in The Royal Parks. The Head of Contract Management will write and implement the contract management strategy, provide best practice guidance and training, and support the various teams who manage different contracts across the organisation, with change management and influencing skills being crucial to the role. The Head of Procurement is an existing post supported by a temporary Procurement Officer (to June 2020). The Royal Parks is a public body required to follow OJEU procurement rules.

We are looking to recruit a highly experienced individual who can lead the Contract Management and Procurement team within the Resources Directorate which currently includes Finance, HR, IT and Procurement. This new role is focused on three things:

1. Ensuring best value from our contracts through high quality contract management
2. Ensuring the best contractor is selected to run our services through a robust procurement process
3. Ensuring the best business model for each activity, including consideration of in-sourcing

MAIN DUTIES/RESPONSIBILITIES

- 1. Develop the TRP contract management strategy and ensure it is understood and implemented across the organisation, including the development of contract management plans.**

Experience of strategy development and of driving organisational change, including getting buy-in from colleagues for new ways of doing things.

- 2. Set the standards for contract management in TRP**

Develop guidance that clarifies what good contract management looks like and ensure that it is disseminated, understood and adopted by those managing TRP's contracts. The guidance should be applicable to different types and different values of contract.

- 3. Support contract managers across the organisation to manage their contracts well, with appropriate consistency within and between contracts, through guidance, training and best practice sharing**

Work with colleagues to develop their contract management skills in line with guidance, particularly in relation to contracts that span different business areas and locations, to ensure consistency of approach. Build positive constructive relationships with colleagues, many of whom will be peers or senior management, supporting them to improve their management of contracts, whilst respecting their experience. Provide support to managers recruiting to roles which include a contract management element as required.

4. Establish and chair a contract management forum at which best practice is shared and future procurement discussed

Put in place a regular meeting, set a relevant agenda and ensure the meeting is well-run and seen as valuable by colleagues who manage contracts.

5. Support contract managers with timely appropriate and practical advice when issues arise in their management of contracts

As a trusted advisor, build positive and constructive relationships with colleagues who manage contracts, providing senior support on a proactive basis and when issues arise.

6. Ensure new statutory provisions are appropriately and consistently reflected in contracts

Quality control of new contracts ensuring consistency of clauses when appropriate and ensuring that external advice is reflected consistently across contracts regardless of department.

7. Ensure an up to date accurate contracts register is maintained, shared as appropriate, and used to prompt consideration of future options and models as contracts near expiry, including consideration of in-sourcing

Provide senior support to the Head of Procurement to develop and improve processes around the contracts register, ensuring the register includes all organisational contracts, that new contracts are added, expired ones removed, and extensions reflected. Ensure that the register is available to colleagues, enabling them to plan procurement and consider options in an appropriate timescale. Consider whether any contracts management software is required and, if so, lead on sourcing and implementing the software.

8. Provide commercial advice on activities

When it is appropriate to consider next steps for existing contracts, support managers to consider different business models for the service, evaluating business cases for and against different options. For existing contracts, with the Head of Procurement, provide support to contract managers experiencing commercial challenges.

9. Develop and lead the organisational Procurement Strategy, providing oversight of large procurement projects

Develop and implement a Procurement Strategy for TRP, including consideration of in-sourcing, and provide senior support to the Head of Procurement when guiding managers undertaking procurement, including on OJEU procurement and use of frameworks.

10. Lead the existing Procurement team, currently two people

Support the Head of Procurement and Procurement Officer (short-term contract) with their work, which is focussed on managing and advising on procurement projects across the organisation.

PERSON SPECIFICATION

Competencies/Selection Criteria	Essential/ Desirable
Demonstrable experience of managing large contracts (at least £1m pa)	E
Demonstrable experience of thinking and working strategically, including strategy development and implementation	E
A confident communicator, both verbally and in writing, possessing strong influencing and negotiation skills with demonstrable experience of leading teams or functions through change to achieve overall goals	E
Highly numerate and able to think commercially in relation to income generation and expenditure contracts, with the ability to make assessments of alternative business proposals, and to think creatively about options	E
Knowledge and experience of using technological solutions to improve service delivery	D
Experience of involvement in large-scale procurement exercises	D

Additional Requirements

The successful candidate will be based in Hyde Park but will work on occasion from all our park offices across Greater London