

Job Description

A Post Details	
Job Title: iClient Uniform/Travel	Grade: B004
Department Commercial	Division: A
Reports to: Head of Commercial and Contracts	Contract Type: Permanent
Level of Vetting: Management Vetting	Numbers in Post: 0.5
Welsh language required No	
B Purpose of the Post	
Include a short summary of why the post exists and key activities.	
<p>The post holder will work as part of a team to deliver and continually develop an efficient and effective Commercial function to the whole of BTP, operating within a strategic management and performance managed environment aligned to the strategic direction of the Force.</p> <p>The post holder will be responsible for:</p> <ul style="list-style-type: none"> • Leading the relationship between BTP and DHL/CTM • Ensuring that service delivery and cost benefits are continuously monitored, challenged and realised. • The application of a range of Counter Fraud controls 	
C Dimensions of the Post	
Include budgetary/financial or expenditure decisions & staff responsibilities.	
<p>Direct influence over major Force contracts worth an average of £4m per annum.</p> <p>Direct line management of a B001 were required, which is Contract Support.</p> <p>Responsible for collating data that allows management to make informed decisions on contractual performance.</p>	
D Principal Accountabilities	
<p>This section of the job description contains the job duties that are most important, the results the role must deliver</p> <p>This section is key in describing the tasks the role will undertake. Only principal accountabilities should be listed, the list is not exhausted and should be succinct without repetition.</p>	

The post holder will be responsible for:

- *Ensuring that service provision is in accordance with the service level agreements (SLAs) and that appropriate liaison arrangements are developed and maintained with key end users.*
- *Developing, managing and maintaining the policy documents where required; to reflect changes to business, operational, and legislative requirements.*
- *Working with project teams and providing input and documentation where required.*
- *Producing internal communications such as email updates and changes to Departmental BTP One intranet pages.*
- *The promotion and implementation of continuous service improvement activity within the Commercial, Finance and Estates Services Department.*
- *Attending regular meetings with the Commercial Services Department Management*
- *Reporting on supplier performance by developing, monitoring and communicating performance data and implementing actions plans as necessary.*
- *Utilising transaction data alongside counter fraud measures to identify anomalies, seeking input from FEB members to explain anomalies, escalating to PSD where insufficient evidence is provided.*
- *Liaising with Finance to ensure the financial model and asset management data of the Forces assets is managed in accordance with legal compliance.*
- *That service provision is in accordance with the SLAs and that appropriate liaison arrangements are developed and maintained with key end users.*
- *Developing and maintaining a strong and effective relationship with all areas of the organisation and to understand issues and pressures to bring them to a satisfactory outcome.*
- *Preparing, recommending and presenting strategic delivery models to senior management.*
- *Developing, managing and maintaining the policy, to reflect changes to business, operational, legislative and any emerging enhancements/innovations to the benefit of the Force.*
- *Managing their own workload and responding to changing priorities.*
- *Developing and implementing policy and strategy in-line with Departmental and Force Strategic Plans.*

The following also fall within the sphere of the post:

- *Accountability for managing an effective relationship between BTP and those entities with which contracts are held.*

- *Holding suppliers of goods and services to account, irrespective of the contract type or business area.*
- *Doing all required to develop and maintain effective relationships both internally and externally, acting as a strategic advisor where required.*
- *To review business cases where there are contractual implications.*
- *Maintain a strong and effective relationship with all areas of the organisation and its suppliers to understand arising issues and challenges. Devise scope and implement objective solutions accordingly.*
- *Act as the coordinator to ensure that the contracts remain compliant with existing and new statutory requirements.*
- *Stakeholder engagement in cultivating behaviour change (internally) and ensuring BTP is properly represented at relevant groups and forums (e.g. DfT Sustainability Forum, National Police Environment Group).*
- *Using in-depth knowledge of contract management to provide options for alternative delivery models where required.*
- *Direct responsibility for service provision to maintain and improve the provision of contracted services.*
- *Developing and managing SLAs and management information, including benchmarking.*

E Decision Making

What decisions are the post-holder likely to make? For whom? Do they have a significant say in decisions or does this fall to a line manager / head of department? Would they be held accountable for the decision?

Along with Departmental management, the post holder will be responsible for decisions on the shape of some of BTP's largest contracts. Their input will shape the long-term shape of contracts and their day-to-day activities may directly influence the services received by the Force's employees.

The post-holder will have a significant influence on procurement strategy for contracts of all types.

F Contact with Others

Include here who the post-holder will communicate with in other teams and departments and what the purpose of the contact is? Are they required to make external contact to fulfil their responsibilities and duties

Internal

Director and Deputy Directors of Commercial and Contract Management; Head of Commercial and Contracts, Senior Managers across Finance, Commercial and Estate Services; Chief Officers and other Heads of Departments/Senior Managers and BTPA.

External

Suppliers of goods and services to BTP, auditors, other police forces, College of Policing, TfL, DfT and other government bodies.

G Essential Criteria

Essential criteria are those that are critical for the satisfactory performance of the job. The essential criteria are the qualifications and training, experience, skills or knowledge for the role. It is expected that applicants will meet all the essential criteria to be considered eligible for appointment

Qualifications and Training:

Qualifications relate to what the postholder must have to do the job. It is expected that most jobs will require a level of formal qualification which must be stated. There may however be exceptional roles where experience and skills are the only key essential criteria.

MCIPS full or part qualified or equivalent experience/qualification.

Educated to degree level in a relevant discipline or equivalent work experience

Cabinet Officer/BLC - Contract Management Capability Programme - Foundation

Experience:

Excellent interpersonal and communication skills in Welsh **No**

What experience is required to be successful in role. Can include achievements and accomplishments.

- Experience of supporting corporate management decision-making; providing clear balanced advice and guidance on a wide-range of contractual issues, ideally within the public sector.
- Experience of working in the field of contract management.
- Experience of working in the field of procurement.
- Experience of working within a project management environment.
- Successful track record of working in a large multi-disciplined operational organisation.

Skills:

Excellent interpersonal and communication skills in Welsh **Select**

State essential skills needed for the role. Consider – Do they need prior experience, or can they learn on the job via on the job training?

- Ability to write concise, clear and robust business cases and informative reports.
- Experience of developing and delivering successful strategies, policies and initiatives.
- Well-developed communication, negotiation and influencing skills
- Energetic and resilient with the ability to prioritise and organise demanding workloads whilst meeting performance standards.
- Strong stakeholder management.
- Experience in effective contract and relationship management.
- First class interpersonal skills with all internal and external stakeholders.
- Ability to articulate effectively at all levels both internally and externally using a variety of media.
- Ability to manage own workload and responding to changing priorities.

<ul style="list-style-type: none">Ability to work independently and as part of a team and be open to agile working and hot desking.The ability to use MS Excel and Word to an intermediate level.
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Knowledge:

State any essential knowledge needed for the role.

<ul style="list-style-type: none">Knowledge of contract management and procurement within a public sector environment.High level of political awareness and sensitivity and the ability to present information to different audiencesAn understanding of the policing environment and key issues facing the police service.

Desirable criteria:

State no more than four desirable criteria statements.

<ul style="list-style-type: none">An International Association for Contract & Commercial Management qualification in contract and commercial management, or an equivalent.
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H Additional Information

Include information such as regular on-call activity, requirement to travel and frequency, overnight stay requirements, any uniform requirements etc

<ul style="list-style-type: none">•

For Panel to complete only:

Panel Approval: Kiran Ajimal (5931)

Date: 16/09/2024

Please submit with supporting documentation (organisational charts, job descriptions) via the [Hub](#)

You will be advised of a panel date following receipt of the submission