



**JOB DESCRIPTION**

**APPENDIX C**

**A. POST DETAILS:**

Job Title:	Contract Advisor - Fleet	Current Grade:	A006
Department:	Commercial Services	Area:	
Reports To:	Intelligent Client Cadre	No of Posts:	1
Level of vetting:	MV	Post Number:	

**B. PURPOSE OF THE POST:**

In response to the 'outsourcing' approach now being followed by many medium/large organisations is the need to retain in-house capability to hold suppliers to account. These 'Intelligent Client' roles are delivered by teams who are not only are qualified senior contract managers but are also very familiar with and competent in the specific area that has been outsourced.

Within BTP these areas are currently fleet, uniform, facilities and utilities. Providing robust contract performance analysis and financial compliance input to these Intelligent Client roles are 3 Contract Advisors. The Contract Advisor role is varied and ranges from undertaking and leading discreet projects, progress chasing delivery of specific products or services, compilation and analysis of performance data, undertaking assurance visits through to formal completion of contract legal documentation, contract change notices etc for all Contract Managers across the organisation.

The Intelligent Client team is also required to perform a center of excellence role for Contract Managers across the force. Staff in this area will therefore have regular engagement with Contract Managers across the force ensuring legal compliance, sharing of best practice etc.

In recognition of the scale of activities faced by the Intelligent Clients, the Contract Advisor role will undertake discreet projects in their own rights, these will be varied but could include obtaining agreement from senior stakeholders on changes to vehicle type in annual fleet replacement exercise (£2m pa), enabling the role out of a self-service option for booking hire cars, liaising with senior stakeholders across the force and strategic suppliers on specific performance matters through to the introduction of new police uniform products, and the significant transfer of uniform stock to a new provider, undertaking analysis of vehicle accidents to spot trends and make recommendations that reduce insurance payouts in this area.

Uniform and Fleet are two of the three largest contract areas that directly enable the provision of effective policing across the force.

Contract Advisor roles will very much be viewed as a pooled resource managed via a matrix approach that could see the deployment as priorities are identified/agreed across the respective contract areas and to support others.

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**C. DIMENSIONS OF THE POST** *The key statistics associated with the post*

**Financial (Direct or Non-Direct)**

Budget – The annual sum of contracts within scope of this area is circa £22m. The post holders will be required to fully understand the complex financial build up of each contract, ensuring that monthly bills are compliant with contractual obligations, but that any required deductions have been applied.

**Staff Responsibilities (Direct or Non-Direct)**

No Line Management – reports into one of three Intelligent Client roles but will work closely with senior stakeholders across the force inc ACC office, driving standards, uniform committee, legal services, as well as BTPA and DfT.

Regular contact with Station Support Officers (SSO), Force Admin Managers (FAMs) and Contract Managers in providing advice and guidance on specific contract issues.

**Any Other Statistical Data**

Collating all data that is deemed essential to the successful running of the department, ie accident statistics, projected uniform requirements, analysis of building reports to identify future investment need, analysis of supplier performance to identify hot spots or common cause events etc.

Supporting Intelligent Clients and Contract Managers with in year forecast of capital and revenue spend, achievement of savings targets, quantum of efficiency savings.

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**D. PRINCIPAL ACCOUNTABILITIES:**

- Undertake and lead on specific projects within the wider remit of the team ie fleet replacement exercise, changes to uniform provision.
- Provide advice and guidance to contract managers and SSOs in terms of 'best practice.'
- Keeping crucial contractual documentation up-to-date at all times, allowing management to make decisions based on the most relevant information possible.
- Work with colleagues across the Force to draft legal contract change notes as per the requirements of the affected business department.
- Undertake supplier financial stability checks across the supply chain to protect the Force in its potential and existing contractual agreements.
- Monitoring supplier performance against agreed KPIs, providing detailed reports to line-management, highlighting successes and failures where required.
- Regularly visit BTP facilities across the UK to provide assurance against the major contracts the Force has in-place.
- Provide analysis of trends and produce dashboards that display complex data in a clear and understandable format. Consider and propose the most appropriate methods of adopting continuous improvement.
- Develop escalation plans that provide BTP with speedy resolutions to often complex contractual issues.
- Support colleagues in all areas in the resolution of disputes or performance issues with key suppliers.
- Prepare complex multi-site, high value invoices for payment, as per Force policy on the process.
- Provide support and advice to the Intelligent Client Cadre in strategic contractual review meetings.
- Keep abreast of all relevant commercial and procurement activity within BTP in-order to complete the central supplier performance dashboard, ready for presentation to senior management.
- Liaise directly with Station Support Officers and the Force Administration Managers to keep abreast of potential contractual issues and, therefore, areas of performance that require escalation into Contract Management.
- Where required, attend meetings with central government colleagues so to share information on shared supplier experience and bring back best practice.
- Monitor commercial processes and governance, reporting, analysis and insight which ensure management control and comply with the appropriate legal and regulatory requirements.
- Plan their own work when required to do so.

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- Assist in leading the team through organisational and process-related change where required.
- Acting as a cultural champion and supporting the Intelligent Client Cadre with commercial contract management across the business sharing best practice and striving for continuous improvement.

## **E. DECISION MAKING:**

### **Making Decisions:**

Internal departmental operations structure.

Determining appropriate form of contract and format when drafting contract variations.

Interpretation of legislation and regulation relating to all relevant commercial and/or procurement matters and actions required to rectify situation.

Interpretation of complex data sets and presenting data in a simple form with identification of trends, explanation of anomalies etc.

Analysis of supplier financial stability data, flagging areas of concern to contract managers, Intelligent Clients etc.

Practices, processes and approach for all commercial and/or procurement related activity.

### **Significant say in Decisions:**

Input and contribution in Force Strategic Strategies such as; Fleet, Uniform, Technology and Estates. Within this area the role will very much be about challenging existing ways of working i.e. types and numbers of vehicles in the fleet, taking a more standardised approach to the look and feel of BTP uniform or supplies etc. The post holders through discreet projects will work with others across the force such as driving standards to review accident data or vehicle type v geographical location and then make recommendations into the Intelligent Client or respective board.

Input into departmental decision making procedures.

Following analysis of data, make recommendations to senior stakeholders across various departments on risk mitigation, alternative delivery models, opportunities for efficiency etc.

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**F. CONTACT WITH OTHERS:**

**Internal**

Intelligent Clients, Contract Managers, Buyers across the Force, Head of Commercial Services, Head of Commercial and Contracts, Deputy Director of Commercial and Estate Services, Operational Lead for Fleet and Uniform, Heads of Departments and Senior Managers, FBP, Finance Support, PMO, Information Management, Health and Safety, Chief Officers, Divisional Commanders, Station OICs and SSOs.

**External**

British Transport Authority (BTPA), Department for Transport (DfT), Other DfT related organisations, Crown Commercial Services, Home Office Forces, Contractors and Suppliers, Regulatory Bodies, Train Operating Companies, Internal Auditors, External Auditors, Chiltern Transport Consortium (CTC)

**G. REQUIREMENTS:**

**Essential qualifications and Training:**

Qualified to A level standard.

A commitment to undertake appropriate studies (with exams) to obtain qualification in contract management.

**Essential Skills:**

Ability to makes decisions based on fact, ability to listen to both sides of an argument and reach compromise where applicable.

Experienced in delivering projects and understanding programme management methodology, risk management, budget monitoring and forecasting.

A good understanding of procurement and contract law and the ability to understand complex contract terms and translating their meaning for the benefit of others.

Ability to undertake analysis of complex sets of data and present the trend and message in a clear and understandable format.

Strong influencing and interpersonal skills.

Intermediate IT skills (Word and Excel).

Evidence of innovation – bringing and delivering new approaches and ideas.

Strong analytical mindset, and attention to detail, a strong problem solver and lateral thinker.

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Energetic and resilient with the ability to prioritise and organise demanding workloads whilst meeting performance standards and tight timescales.

Experience in delivery and implementation of tactical and strategic process improvement.

Ability to influence stakeholders and build relationships across complex disciplines.

Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests. Taking a strategic perspective to identifying the capability needs of the team

Ability to draw in analytical insight to a subjective and complex operating environment, translating this into strategic recommendations to advance BTP's operations.

Excellent standard of planning and organisational ability.

Ability and willingness to deputies for Intelligent Client and make informed decisions, both in familiar and unspecific circumstances. Flexible and positive attitude, tempered with tact and discretion.

**Essential Experience:**

Experience of working in a Procurement or Commercial Function.

Experience of working as part of a team to ensure that corporate aims and strategic objective are achieved.

Sound experience of category management and how it can be applied to public sector services.

Experience of coordinating audit and assurance activities

Experience of report writing and preparing high-quality documentation for a variety of internal and external purposes.

Previous experience in record keeping and working to deadlines

Outstanding track record of leading a variety of discreet project deliveries over a sustained period.

Strong level of experience in compilation and analysis of complex data to an excelled standard, with the ability to spot trends and make high quality and assured recommendations to audiences of all levels.

A proven successful track record of undertaking assurance visits that include formal completion of contract legal documentation and contract change notices.

High level of experience of handling multiple stakeholders across different levels.

Experience of contract administration with a track record of holding suppliers to account, building strong relationships with field colleagues.

A proven track record of dealing with supplier performance, building effective working relationships but firm handling where poor performance experienced.

Experience of working with Budget Holders and working with Finance Systems.

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**Desired Knowledge:**

Knowledge of policing business cycles and associated governance arrangements.

Knowledge of portfolios and issue management.

An understanding of policing issues and key issues facing operational service delivery.

Knowledge of organisational/business change within UK policing and commercial opportunities for Shared Services, Collaboration and Outsourcing.

Knowledge of legislative best practice.

Demonstrable knowledge of best practice in relation to performance management and application of key performance indicators and service level agreements.

**Desired Qualifications:**

Knowledge of PRINCE2 or another well used project management methodology.

Other relevant commercial and procurement qualifications.

**H. AUTHORISATION DETAILS**

Prepared By:	Deputy Director of Commercial and Estate Services	Date: 17/12/2019
Area Commander /FHQ HoD:	Director of Finance, Commercial and Estate Services	Date: 17/12/2019
Evaluation Panel:		Date:

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