

JOB DESCRIPTION

JOB DETAILS	
Job Title	Project Team Manager – 12-month fixed term post
Reports to	Sexual Health Operational Manager
Band	Band 7
Department/Directorate	Sexual Health - Community Support and Specialist Services

JOB PURPOSE

This role will work within Devon Sexual Health team for a fixed term of 12 months to help mobilise and implement key contracts across a new sexual health system across the whole of Devon and Torbay (excluding Plymouth).

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The Senior Contracts Manager will be based in the Sexual Health and SARC Management Team and will provide contract management support to the Sexual Health Team.

The Post holder will be a key member of the mobilisation team reporting to Sexual Health Operational Manager on a day-to-day basis, with a focus on standing up three contractual elements of the new system.

These elements are:

1. A key sub-contract with our charitable partner.
2. Individual contracts with all GPs across Devon and Torbay to deliver LARC (long acting reversible contraceptive). Currently 81 out of approx. 120 deliver against this currently.
3. Contracts with approx. 250 pharmacies to deliver EC (emergency contraception).

These contracts will need to be implemented in line with best practice and NHS Terms and Conditions. As part of this the evaluation and monitoring need to be embedded to ensure robust (but not onerous) reporting. This will enable the system to respond to changes. We envisage the postholder will support the implementation of the quarterly supplier meetings and the following elements relating to these contracts:

- Assurance Framework and performance reporting
- Annual Customer and End User Satisfaction surveys
- Production of a contract management plan
- Maintenance of a Change Control register
- Annual review of supplier Contingency and Business continuity plans
- Contract Exit planning

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager (some of these are covered in 'other responsibilities').

KEY WORKING RELATIONSHIPS

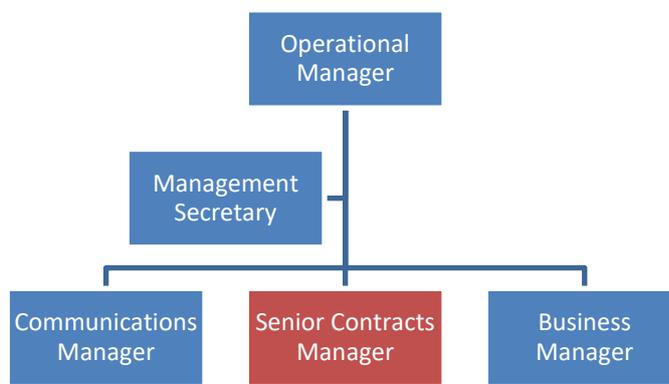
Areas of Responsibility: contract management

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider stakeholders within the Trust and external organisations. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Sexual Health Team • Procurement Team • Contracts Team • Finance Managers 	<ul style="list-style-type: none"> • Eddystone Trust • GPs • Pharmacies • Local GP and Pharmacy governing bodies

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder will be the lead contract specialist within the department and thus will have significant discretion to work.

The post holder will be guided by broad occupational policies and regulations and will decide on how expected results are best achieved.

Manage compliance with Department of Health and Social Care, organisational and Team policy and procedures and be responsible for promoting best practice throughout the Trust.

Ensure that all actions are undertaken in accordance with Information Governance protocols.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will communicate with a range of senior stakeholders concerning their views in relation to complex projects/plans.

The post holder is required to lead discussions requiring persuasion skills, often presenting complex information, or negotiating contentious or difficult elements to deliver a successful objective.

Engage, develop and maintain excellent relationships key stakeholders to maximise contract performance and efficiencies across the Service/Trust.

Develop strategic collaborative working relationship between the DSH (Devon Sexual Health), key stakeholders and it's suppliers, ensuring performance standards are consistently achieved, monitored and managed effectively

Advise and provide guidance at a senior management level to ensure compliance on all aspects of contractual arrangements and KPI delivery and reporting.

Confidently challenge the status quo in a constructive non-confrontational manner and have the ability to influence others to adopt alternative viewpoints and solutions in order to stimulate and embrace change.

The post holder will need to be able to communicate effectively with a wide range of people and will need to be able to present information in a variety of ways to both large groups as well as on a 1:1 basis.

ANALYTICAL/JUDGEMENTAL SKILLS

Interpret and distribute complex, sensitive information to Providers and Trust Managers and Procurement/Contracts colleagues.

Validate data and ensure that it is consistent with financial information and chargeable activity. Demonstrate this to stakeholders & suppliers across the full scope of each contract.

Analyse data to ensure the consistency and integrity of Trust reporting and identify, understand, and articulate the reasons for any fluctuations.

Liaise between stakeholders & suppliers to improve data, data flows and processes. Respond to activity and finance-based queries to ensure validity and raise issues of poor and missing data provision.

To investigate and manage the resolution of queries (including formal contractual queries) from Suppliers, Providers and Care Groups, in a timely manner.

The post holder will be responsible for determining how potential conflicting information will affect the contracts.

PLANNING/ORGANISATIONAL SKILLS

The post holder will need to manage their own day to day activities as well as delegating and re-allocating work to appropriate team members and escalating issues to the Head of Service.

The post holder will be the lead person responsible for designing, implementing and monitoring these new contracts and ensuring these fit seamlessly within the Trusts Governance Framework.

To arrange and lead on contract management meetings with Suppliers, Providers and Trust staff.

The adjustments and formulation of these plans will have an impact beyond the post holders own area of work.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities although the post holder will not have contact with patients in the course of their normal duties.

POLICY/SERVICE DEVELOPMENT

The post holder will work within organisational policy but will also have responsibility for implementing policy and for the development of discrete policy relevant to the development and management of contracts.

FINANCIAL/PHYSICAL RESOURCES

The post holder will ensure that contracts are established and managed in a financially responsible manner. This will involve working with finance and the senior team as well as the suppliers to gauge and recommend the appropriate level of remuneration for the elements of the contracts that are payment by activity.

The post holder will be an authorised signatory for financial payments including travel claim forms

HUMAN RESOURCES

To be responsible for the effective delivery of specialist training and awareness sessions to clinical and non-clinical staff on contract implementation.

Liaise with suppliers and providers on areas of payment dispute to ensure recovery where appropriate.

Manage contract and supplier performance of goods and services procured. Additional goods and services may be procured within procurement rules, during the life of the contracts being managed.

The post holder is responsible as a line manager for a single function/department.

INFORMATION RESOURCES

The post holder will be responsible for maintaining project information systems and will have to collate information and opinions on the contracts, gathering data in order to make decisions for the future.

To ensure that all National and Legislative documentation and policy is adhered to.

To ensure that they know the content of the Trust Contracts and understand any implications relating to performance, quality and information provision and provide guidance on the Contract.

Manage and ensure all reporting is accurate, functional, efficient and effective.

The post holder will need to input, store, modify, analyse, process and present the information.

The post holder will design and develop reports and performance frameworks based on the contract needs and information to use as part of contract monitoring and to inform key stakeholders of ongoing developments.

RESEARCH AND DEVELOPMENT

The post holder will regularly undertake research and development activity as a requirement of the job, to inform and develop contract management.

PHYSICAL SKILLS

Standard keyboard skills are required to produce reports, presentations and project plans.

PHYSICAL EFFORT

A combination of sitting, standing and walking with little requirement for physical effort. The post requires travelling, meetings in various venues and office based work.

MENTAL EFFORT

There will be an occasional requirement for prolonged concentration when reading, interpreting and developing policy documents, reports and contracts.

The post holder may be interrupted to deal with staffing or contract issues.

EMOTIONAL EFFORT

There will be occasional exposure to distressing or emotional circumstances where the post holder may have to part unwelcome news to staff, or effectively influence and negotiate with stakeholders in difficult circumstances.

WORKING CONDITIONS

Working conditions will be those which come with a job which requires travelling but is predominately office based.

OTHER RESPONSIBILITIES

Other functions that may be required:

- Manage and monitor an ongoing portfolio of RDUH Contracts and SLAs
- Manage high profile contracts in line with Key Performance Indicators (KPIs) and legal requirements.
- Manage and delegate effectively to deal with all issues relating to the delivery, monitoring & review of all such Contracts.
- Responsible for providing management information data (in line with contract KPIs), systems development and analysis of complex and sensitive information and will be expected to report and liaise with RDUH Contracts and Procurement stakeholders as well as the Senior Sexual Health team and potentially the Commissioners.
- Responsible for a portfolio of work stream activities and projects to include but not limited to:
 - Procurement Projects
 - Contract Monitoring and statutory reporting
 - Modelling & Contract, and Service Analysis
 - KPI monitoring
 - Service delivery and governance

The post-holder will be expected to set an example and act as a point of reference for staff, including systems training and advice. The post-holder will be expected to link in with wider Trust resources in order to deliver in a timely way against the contract objectives. The post holder will help to set up and embed management of allocated contracts in line with the Cabinet Office contract management methodology, to include but not limited to;

- Monthly / quarterly stakeholder and supplier meetings
- Supplier performance reporting
- Annual Customer and End User Satisfaction surveys
- Production of a contract management plan
- Maintenance of a Change Control register
- Annual review of supplier Contingency and Business continuity plans
- Contract Exit planning

The role includes management and on time delivery of regular reporting, operational, performance and financial management with suppliers and stakeholders and providing updates, risk assessment and professional advice to Trust staff.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Senior Contracts Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> • Post graduate diploma qualification or equivalent experience in relevant area. • Significant experience in contracts and contract management • Relevant management or contracts qualification or equivalent experience to post graduate diploma level 	E E E	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> • Up to date knowledge and experience of NHS contracts and terms and conditions for sub-contracting • Excellent written and verbal communication skills • IT literacy and keyboard skills 	E E E	
EXPERIENCE <ul style="list-style-type: none"> • Proven experience of working at a senior manager level, managing multiple types of contracts • Experience of working with patients, the public, clinicians and partners • NHS or equivalent public sector organisation experience • Demonstrable experience of high-level negotiation and influencing skills 	E E E E	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> • Able to work as a team member • Well-developed leadership skills • Flexible approach to work 	E E E	
OTHER REQUIREMENTS	E	

<p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required</p>	<p>E</p>	
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		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y	X			