

Role Profile

Senior Contracts Officer

Inclusive Economy & Sustainability

Swindon Borough Council

Role Profile: Senior Contracts Officer	**Role Profile Number:** SBC_12497
Directorate: Inclusive Economy & Sustainability	**Reporting to:** Service Manager or Service Lead
Grade: CFL 8	**Date Prepared**:

Our Values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.
We HEAR – each other and the people we serve
We CARE – about our colleagues, our residents and our community
We ACT – with integrity, accountability and purpose
We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

This role supports the effective administration and management of contracts across the Council's operations service area. Reporting to the Service Manager or Service Lead, the postholder ensures that all contracts are delivered in compliance with statutory requirements, procurement regulations, and council policies, while achieving value for money and supporting wider organisational priorities.

The postholder will oversee the full contract lifecycle, alongside technical specialists from implementation through to closure, monitoring contractor performance against agreed standards and KPIs, and ensuring risks are identified and mitigated. They will maintain accurate contract records, provide timely reporting, and support audit readiness.

Working collaboratively with internal stakeholders and external suppliers, the role requires strong organisational and analytical skills to ensure contractual obligations are met. The postholder will contribute to service improvement initiatives, promote best practice in contract management, and help embed a culture of accountability and continuous improvement.

Key responsibilities and accountabilities:

- Under the direction of the Contract Manager or Technical Specialist be responsible for managing contracts held within the service area
- Assist in the development of a consistent approach to contracts management so that processes are consistent across the service area to meet service quality, financial and compliance objectives.
- Assist in the creation where appropriate and proactively review and action opportunities for standardisation simplification and collaboration across the service area.
- Develop and maintain strong relationships with internal stakeholders as well as external contractors/suppliers.
- Monitor contract performance using relevant reports and key performance indicators (KPI's) to ensure that best value is maintained.
- Assist with the data analysis of spend on works goods and services and alert the Contract Manager as appropriate to any potential risks to the Council where such a contract may not deliver value for money or where other potential issues with performance may be identified.
- Manage contract review, delegated contract management and quality assurance processes:
    - Support contractual arrangements/service agreements with new Contractors/Suppliers/Consultants and be the first point of contact including formal contract meetings
    - Ensure Contractors/Suppliers/Consultants are charging the correct amounts and are working in compliance with the terms of the contract awarded to prevent cost overruns
    - and deliver best value.
    - Process contract data; work orders, contract instructions and variations as instructed ad authorised from the Technical Specialist or Service Lead.

    - Minimise risks from contract failure and ensure any breaches of contract or other contractual issues are addressed with opportunities for rectification prior to escalation to the Technical Specialist or Service Lead.
    - Assist in contingency planning in the event of any contract failure

- Stay up to date about all regulatory changes that may affect the Council's contractual operations to ensure that all contracts and services align with legal and regulatory requirements, as well as local government policies.
- Assist in the co-ordination of contract renewal or other processes through collaboration
- with project leads/commissioners, contracts, procurement and legal colleagues to evaluate service performance.
- Support orderly contract terminations when required, ensuring smooth transitions and minimal disruptions in any service provisions.
- Maintain accurate and up to date contract records, documentation and reports. Generate regular and ad hoc reports to inform decision making and provide insights into contract performance, impact and delivery of outcomes.
- Ensure good performance and continuing service improvement.
- As a member of the Operations team ensure that the organisation's health and safety and environmental regulations, equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.
- Any other duties and/or accountabilities commensurate with the role's seniority. These will not substantially change the nature of the post.

<u>Supplementary Accountabilities</u>

- Input into business continuity/risk planning and manage contracts effectively to make the best use of resources to meet the service area requirements.
- Under direction generate and present reports on overall contract compliance, risks, issues and impact across the service areas for the contracts being managed.
- Assist in the implementation and management of improvement plans/contractual poor performance in association with the relevant project lead where required.
- Ability to work to tight deadlines and prioritise conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.
- Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information.
- Be an active an effective member of the Operations service area working co-operatively with colleagues at all levels on all matters of the service area's business and working to add value to, and be a valued member of the team.
- To maintain a safe working environment in accordance with the provisions of the Health and Safety at Work Act and the Health & Safety at Work Regulations 1999 (or any amendment thereof) you must take reasonable care so as not to endanger yourself or other persons whilst at work.

<u>Managerial</u>

- N/A

Professional

- The role requires contact with project leads, external suppliers and other professionals and customers as necessary. The post holder must therefore be a team player capable of influencing and working within cross functional teams.
- The role requires the post holder to develop and maintain effective relationships with the above and work in a collaborative manner be self-motivated and flexible.
- Possession of highly developed interpersonal skills and ability to adapt those skills to a variety of personnel that interact with this role ensuring that people at all levels are dealt with confidently, sensitively, and diplomatically.
- To ensure ethical commercial decisions and business relationships are maintained to the highest standards.

Decision making:

- Ability to work under pressure and prioritise own workload in alignment with the demands of the service area.
- Ability to assimilate the council's policies and procedures surrounding the contracting process and to understand the impact on contract management.
- Ability to keep up to date with new and relevant legislation linked to the role.
- Ability to liaise effectively with people at all levels and recognise those issues which may require escalation to the team manager and/or other senior manager.
- Ability to confidently handle challenging conversations and encourage a culture of feedback.
- Accountable for the successful operational delivery of the contracts being managed within the service area.
- Has corporate and political insight and consideration.
- Ability to use own initiative and think laterally to take a problem solving approach to support the service area.

Creativity and innovation

- Ability to think creatively in how the work undertaken by the team can be delivered to meet the needs of the operational service area
- Has a focus on looking at innovative ways of working and the implementation of innovative processes

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	Note that although there is no direct budget responsibility, the role will assist in the oversight of contract management across the service area. The service area has the responsibility to deliver
Asset Responsibility:	

	procurement activities based around the Housing Revenue Account Budget which is in excess of £50m and other associated budgets across the service area.

PERSON SPECIFICATION

Qualifications:	**Essential or Desirable**
• Degree level in a relevant field e.g. Business Administration, Public Administration or Law or equivalent experience	D
Knowledge and Experience:	
• Experience in contract management preferably within the public sector	E
• Experience in Supplier Relationship Management and dealing with issues of poor contractual performance	E
• Knowledge of contract management principles and associated procedures and regulations, with the ability to agree and shape standards to a particular project environment.	E
• Good general understanding of performance and risk management processes • Experience of working collaboratively with a diverse range of internal departments and stakeholders	E
• Knowledge of using service and works frameworks either bespoke or via a third party framework provider	E
• Knowledge and familiarity with the Public Contract Regulations 2015 and the Procurement Act 2023 given there are contractual obligations within the Procurement Act 2023 requiring compliance.	E
• Understanding of the use of the pricing mechanisms linked to the NHF schedule of rates	D
Aptitudes, Skills and Competencies:	

• Proficiency in contract management software and/or knowledge of the systems	D
• Excellent communication and interpersonal skills with the ability to interpret contractual documentation to inform decision making.	E
• Strong organisational skills with the ability to manage multiple contracts simultaneously	E
• Excellent IT skills – MS office and in particular Excel together with the use of electronic portals/databases.	E
• Ability to monitor, plan and manage an agreed budget within a defined area, producing reports and analysing.	E
• Able to organise own work load taking account of priorities and the impact on other people.	E
• Ability to present key data visually, verbally and in a written format with recommendations to inform decision making.	E
• Team player, capable of influencing and working within cross-functional teams at all levels	E
• Ability to make sight visits throughout the Borough and attend meetings outside the Borough	E

Other Key Features of the role

The post holder will be required to operate within any relevant delegations as detailed in the council's scheme of delegation of the council's constititution.

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.