

Job Profile

Position Details	
Post	Commissioning & Client Manager – Corporate Contracts
Service Area	Environment & Neighbourhoods / Organisational Resilience
Reports to	Head of Organisational Resilience
Grade	PO8
Job Family	To be completed by HR

Role Purpose
<p>To lead on the commissioning and contract management for the Corporate Contracts team, focusing on Facilities Management for the corporate estate.</p> <p>Responsible for the delivery and management of the capital programme of minor works across the schools and corporate estates, including responsibility for compliance and health and safety.</p>

Main Responsibilities
<p>1. Commissioning – Corporate Contracts.</p> <ul style="list-style-type: none"> • To lead on the production and maintenance of a strategic asset management plan for corporate and schools estate, establishing agreed priorities for the commissioning activities. • To lead on and implement a cycle of continuous reviews of in- house services and external contracts to secure value for money and the achievement of corporate priorities, both service specific and cross cutting. • Through the commissioning cycle, identify service delivery options/models and either through procurement of an external provider or working with colleagues/partners to remodel in-house services/existing contracts, secure transformational change. • To lead on involving Members, key stakeholders, statutory and non-statutory partners in the development and commissioning of services and their successful implementation. <p>2. Contract Management - Corporate Contracts.</p> <ul style="list-style-type: none"> • Responsibility for end to end contract management that secures improvement and the achievement of the Council’s financial and service outcome targets. <p>3. Policy and Performance - Corporate Contracts.</p>

- To develop commissioning, contract and service specific policies to support the strategic direction of services.
- Responsible for implementing a robust performance management framework that delivers a continuous assessment of customer satisfaction, delivery of priority outcomes and unit cost.

4. Commercial - Corporate Contracts

- Through a cycle of regular service and contract reviews, data analysis and benchmarking, compare the commercial viability, unit costs and overall value for money of services and contracts against market leaders.
- Working collaboratively with partners and colleagues to actively identify funding opportunities and prepare funding bids.

5. People Management

- To take responsibility for all aspects of staff management including, recruitment, induction, performance management, delivery of performance appraisals, dealing with poor performance and encouraging a continuous cycle of learning and development.
- To provide clear and accountable leadership to all staff working across a broad range of different and disparate services. Embed through your management style and approach, excellent people management skills in managers and high levels of performance, productivity and morale.

6. Partnership Working

- To actively promote and lead partnership working and joined up service delivery, by developing and maintaining key relationships with people inside and outside the council. To represent the Council on London and regional wide bodies as appropriate.

7. Customers

- To ensure services are customer focused and that customer feedback informs how services are delivered and develop systems that support customers regularly engaging and influencing service design.

8. Budget

- To be the responsible person in all aspects of financial management including financial planning, management of budgets and achievement of saving targets.
- To have adequate controls in place for both Capital and Revenue expenditure, and systems and processes to achieve maximum income collection and debt recovery where appropriate.

9. Information Management

- Use and actively seek out data and benchmarking information to guide the delivery and development of services within your area and ensure that an intelligence led approach is taken to maximise positive outcomes against a backdrop of reducing resources.

10. Corporate Responsibility

- Actively contribute to the wider Business Unit and Council corporate agenda by developing initiatives and ideas that support the delivery of the Council's Corporate Plan and MTFP priorities.
- To prepare committee reports, attend meetings and advise the Councils' Senior Officers and Members on matters within your service's remit.
- Promote a 'one Haringey' approach
- Ensure full compliance across your service area with appropriate legislation, Council policies, standing orders, financial and procurement regulations and other governance requirements.
- Use marketing and communications proactively to raise awareness of your service area, its performance against targets, success and good news stories and positively promote the Council and the borough as a whole.
- To participate in the Duty Facilities Management rota, providing out of hours cover for building-related incidents.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance to Health and Safety at Work, Data Protection and other statutory requirements.
2. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc.
3. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
4. To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.

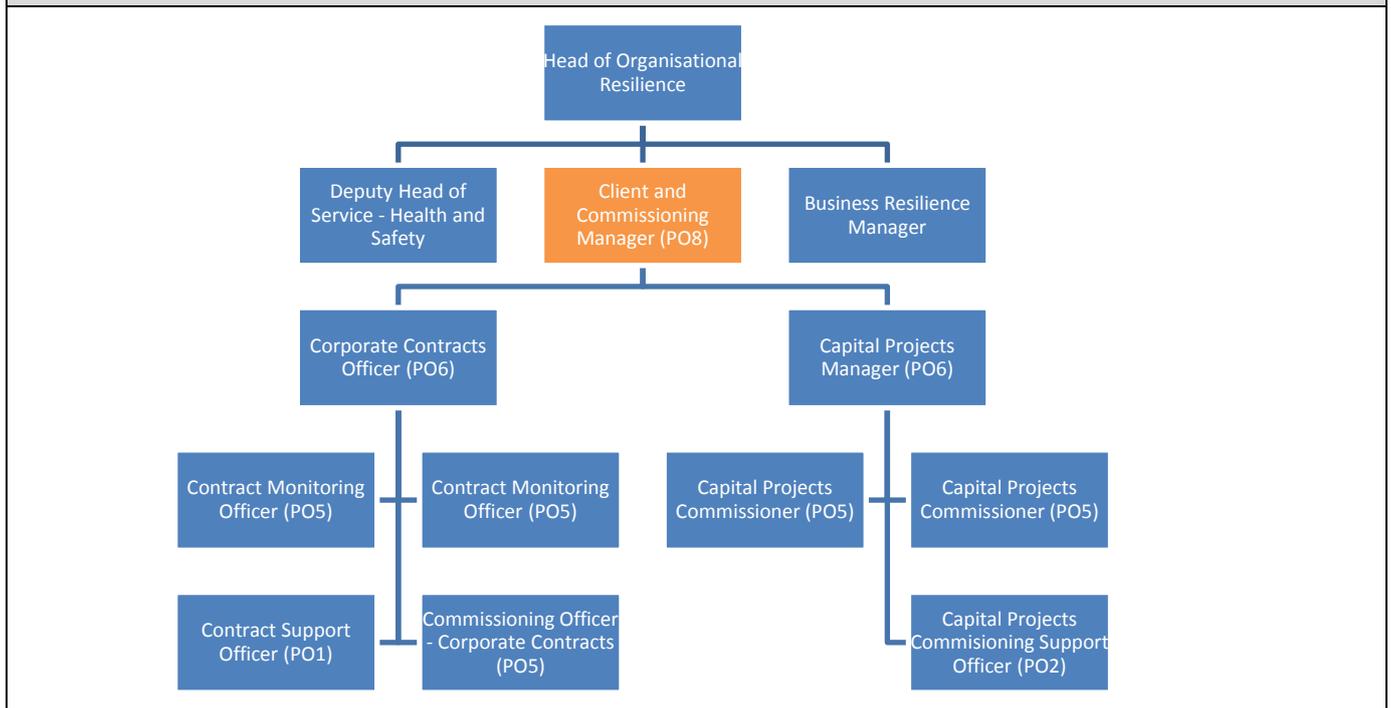
Knowledge, Qualifications, Skills and Experience	Essential or Desirable
A successful track record of achievement as a manager in a large complex service environment.	E
Demonstrable experience of managing major contracts, driving out value and delivering service improvements.	E
Extensive knowledge of facilities management and management of capital estates with strong technical understanding and experience.	E
Ability to work positively with elected members, local community representatives, partners and businesses to deliver complex services, policies and projects, demonstrating sound judgement.	E
Experience of managing and developing staff, developing a performance management culture that addresses staff development and poor performance.	E
Demonstrate significant experience in leading and developing staff to achieve service excellence and deliver the priorities of the Council's Corporate Plan.	E
Demonstrate total accountability for budget, spend and savings beyond general budget management principles.	E
A successful track record in using imaginative solutions to drive down unit costs without compromising quality.	E
Ability to plan, identify strategic links and priorities and negotiate with partners, service providers and contractors to deliver better outcomes for the residents and businesses of Haringey.	E
Able to drive cultural change and improvement and promote a positive 'can do' culture.	E
Committed to the achievement of equal opportunities in both employment and service delivery.	E
Knowledge/Skills	
Detailed knowledge and understanding of legislation, good practice and current thinking in Corporate Contracts and facilities management.	E
Good understanding of local government and its political framework.	E
Excellent written and oral communication skills.	E
An understanding of how the service can help shape and contribute to the Corporate agenda.	E

An understanding of the challenges facing both local and central government.	E
Detailed Knowledge of Haringey's Values and how they should translate into practice.	E

Main Contacts & Other Information

- Main Contacts:
1. Lead Members and Ward Members
 2. Senior Managers (DMT, SLT)
 3. Priority Boards
 4. Partners and providers – External IT Providers, AMEY, Schools, council departments.
 5. Capital Projects Team

Organisational Structure



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
		X		
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	60%	Use of a computer.	Y	50%
Audio typing.	N		Crisis or conflict situations.	Y	<5%
Walking more than a mile.	Y	5%	Manual handling.	Y	<5%
Working alone or in isolation.	Y	<5%	Working in confined spaces.	Y	<5%
Driving a car, van or minibus.	N		Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	Y	<1%	Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	N		Working shifts / unsocial hours, nights.	Y	<5%
Outdoor work involving uneven surfaces.	Y	<5%	Standing or sitting for prolonged periods.	N	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Y	<5%	Working at heights / on ladders, roof work.	Y	<5%
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	N	
Electrical hazards.	N		Control and restraint.	N	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

Laptop and mobile phone

Budget management for capital and revenue budgets

Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:

No

Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:

No

Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:

No

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

Responsibility for record keeping for the corporate estate

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

Yes – Corporate Contracts includes landlord responsibilities for the council's estate. Responsible for compliance, security and repairs.