

Job Profile

Position Details	
Post	LEP Category Delivery Manager
Service Area	London Energy Project, Strategic Procurement
Reports to	Head of London Energy Project
Grade	PO7 (50255979)
Job Family	To be completed by HR

The London Energy Project (LEP) is hosted by Haringey Council and delivers a shared intelligent client service for 70+ public sector authorities (local authorities, GLA group, NHS Trusts). The Team is responsible for coordinating, developing and leading a number of initiatives and activities to deliver its members' collective energy and water category and supplier management strategies.

Role Purpose
<p>To ensure products and services are fit for purpose, reduce risk, deliver value for money and will continue to deliver improvement across service operations and generate wider commercial, social and environmental benefits from members expenditure valued at close to £1bn per year, across 50,000 supplies.</p> <p>Focus on tactical/operations and technical customer energy requirements, current and shorter-term category development and practical delivery, operation and performance of LEP's contracts, suppliers and best practice programmes. Mapping customer current and future business and technical requirements into contracts and LEP category strategy, procurement and contracts and monitoring their effectiveness.</p> <p>Delivering supplier, contract and customer management, optimising contracts to deliver best value, and supporting changes to supplier and customer operations to maximize outcomes.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. To ensure corporate and regulatory compliance across procurement processes and contract operations across member authorities (customers), ensuring that their spend is 'on-contract' and is routed through most the appropriate best value solutions available 2. To conduct necessary supply/policy/industry analysis and engagement and be fully aware of customers' current and future strategic and operational business requirements, individually and collectively, to ensure products and services for authority/trust users are available to meet their organisational needs and business/change context, reporting developmental needs into the LEP category strategy team. 3. To monitor, interrogate and validate contracts and supplier performance information, provide advice on and check the validity of suppliers' claims; provide pre and post contract advice to authorities regarding procurement and contract options so that value for money and wider strategic objectives are achieved 4. To monitor the implementation of sustainability options to reduce water, energy, carbon, both

Main Responsibilities

commercially and in line with Social Value Act, within LEP contracts and the supply chain; and monitor current and emerging policy/industry and customer business needs relating to sustainable sourcing and authority operations to inform future procurement contracts, service specifications and award criteria

5. To lead operational aspects of LEP's supplier and contract management including:
 - Developing effective and beneficial supplier relationships ensuring there is an optimum understanding of the portfolio so that supplier and customer positions are mutually understood;
 - Engaging customers in meaningful collective service and benefits realisation assessment (satisfaction surveys, webinars, teleconferences), escalation or remedial action meetings, service design and options appraisal activities (e.g. focus groups)
 - Develop and manage performance improvement and innovation plans with various suppliers to monitor contract and supplier performance, negotiate and define standards and timescales, ensuring that LEP's strategic objectives are met, recognising that not all contracts are 'owned' by LEP
 - Identifying areas of remedial improvement and incremental change in supplier services, ensuring that areas of concern and necessary improvement are 'managed out' through future contracts, procurement service specifications and award criteria
 - Management of contract and supplier performance, engaging with operations managers within suppliers and authorities, conducting periodic supplier and contract management meetings to ensure all quality, compliance, innovation or contract variations deliver value for money and minimise risk
 - Providing leadership, direction and challenge during performance review, leading negotiation with suppliers on issues regarding commercial elements and performance of contracts, escalating unresolved problems / issues and taking responsibility for delivery of associated actions
6. To manage contract implementation and operation
 - Manage the efficient and timely on-boarding of customers (member authorities) to contracts, ensuring suppliers, customers and any other agents meet all necessary timescales and contractual obligations / terminations / compliance / pre and post award plans and timescales
 - Ensure suppliers meet all performance requirements, including key performance indicators set-out in contracts to meet customer expectations, quickly identify under-performance, causal trends and risks, provide regular analysis, contract monitoring and KPI reports
 - Identify issues or risk or under-performance in relation to customer engagement / contract uptake / operations, provide regular analysis reports and make recommendations for change and improvement
 - Manage contract variations, terminations and extensions in accordance with Council policy and recognising other public bodies' policies and standing orders
7. To identify and implement new projects that maximise the benefits associated with LEP energy and water contracts or further procurement and management to successfully deliver cost and resource efficiencies for authorities, such as collaboration, shared service opportunities and process innovation and wider social value from utilities services
8. Provide direct technical and operational guidance and support to customers as required to encourage

Main Responsibilities

the uptake of sustainability and efficiency opportunities into contract and business operations and cross-functional working; support the effective implementation of improvements and monitor the economic, social and environmental impact and benefit of these activities to customers and suppliers in terms of overall cost of service, energy / water use and management, carbon and wider sustainability

9. Using a total "systems" approach analyse and identify realistic opportunities for contract and/or operational efficiencies in resource, time and cost - both from an infrastructural (I.T systems, processes, tools etc.) and from a business perspective (contracts, collaboration, etc), and recommend realistic improvements to customers on internal operations, service design and standards to ensure efficient back-office and utilities management operations
10. Manage and report against the LEP Business Plan/Work Programme and Key Performance Indicators (KPIs), ensuring their successful delivery and tracking their impact to agreed metrics

General Responsibilities

1. To act professionally, working closely with team members, building meaningful engagement with external authority staff and suppliers, to ensure that the LEP is seen as a centre of expertise and key leadership function and to maintain and improve customer satisfaction with the LEP service, proactively implementing improvements based on feedback and assessment techniques
2. Actively seek opportunities for improvement that will have a measurable effect on LEP services' effectiveness and the achievement of project milestones, deliverables and benefits across its participating authorities and its supply chain, based on the relative benefits/needs of customers' common business priorities and objectives and their critical feedback, including opportunities to harmonise management and procurement activities across public sector local and health authority estates
3. Plan, coordinate and manage multiple contentious and/or complex projects over their life cycle reflecting all key deliverables, costs, risks and dependencies in line with the overall goals, objectives, costs and timelines for each project, ensuring the needs of stakeholders are understood and built into projects and that all stakeholders understand and are involved in achieving agreed objectives and progress is subsequently communicated effectively
4. To manage LEP business activities as necessary, including financial activities, and budget planning, contract management, accurate and timely maintenance of LEP databases, website content, contribution to LEP communications and business plan
5. To present complex issues to a variety of audiences in written and verbal formats in a variety of media, including accurate and fit for purpose board and highlight reports and presentations; and to design and deliver workshops and training content for large and small groups of internal and external stakeholders
6. To prepare responses to consultation, surveys and general queries using information and knowledge identified, collated or developed for the purpose; to submit evidence to satisfy external audits and to manage audit recommendations in a timely manner
7. To produce and maintain concise procedure notes and reports, instructions and guidance including appropriate recommendations aligned to best practice for the Senior Management Teams, Council

General Responsibilities
Committees and wider audiences, including government organisations in compliance with EU Procurement Directives and other regulations
8. To provide contractual, procurement, and industry/market advice and guidance to technical and non-technical clients regarding the most appropriate procurement solutions and forms of contracts and utilities management solutions and provide hands-on support to implement solutions
9. To manage and provide timely responses to queries received from internal/external stakeholders including Freedom of Information Act requests; logging and tracking them to ensure they are dealt with within set timescale and with due regard to the appropriateness of the response; obtaining senior manager approval when appropriate
10. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements
11. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies
12. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Extensive background in contract management in the context of business and technical energy/water management, operations and administration	Essential
Good understanding of the energy and water industry and energy commodities including technical energy and water management, ideally having managed energy operations and commercial infrastructure projects in a public sector or large multi-site organisation	Essential
Detailed knowledge and experience of contract development, monitoring and management from business requirements through to technical, service and operational specification within energy/water public procurement environment	Essential
Experience in programme management involving multiple stakeholders of different seniority and across complex organisations and implementing strategic plans across a range of service areas	Essential
Experience of providing expert advice and guidance to a variety of audiences regarding procurement issues and in particular in relation to value for money and energy issues	Essential
A high level of relevant knowledge of public sector authority and health trust energy management activities maintained through continued professional development, relevant research into local and national best practice and wider political and subject awareness	Essential
Relationship management: adept in developing and maintaining effective interpersonal relationships, achieve positive social communication and interactions with Senior Officers, colleagues at all levels in other authorities, government agencies and suppliers; ability to	Essential

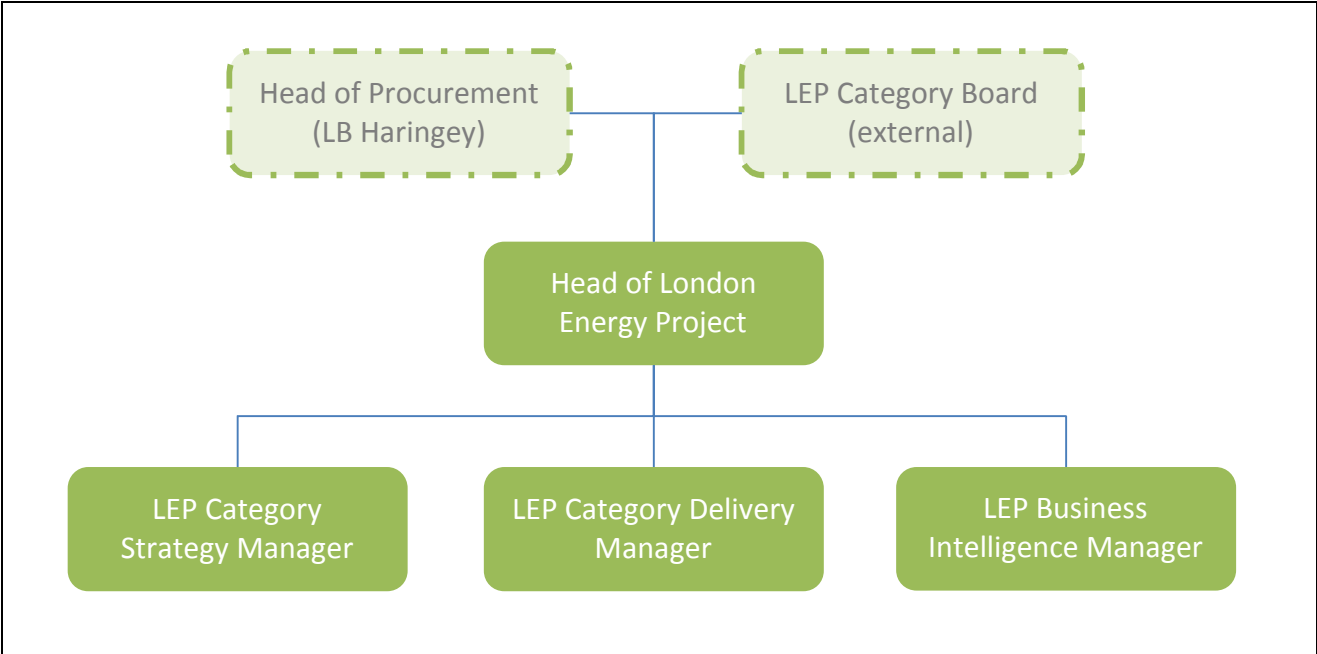
Knowledge, Qualifications, Skills and Experience	Essential or Desirable
engage people, motivate and influence behaviour towards achieving business objectives	
Communication: Must have an excellent ability to research, collate and translate complex information from multiple sources and to express this in high quality, fit for purpose reports and guidance notes and to confidently present this in simple terms to groups of people, including senior managers	Essential
Project management: ability to define, manage and implement major project work to PRINCE 2 or equivalent standard and facilitate regional/multi organisation project team	Essential
Strategic planning: practical experience of managing an extensive work programme involving multiple stakeholders and across complex organisations, allocating tasks, directing resources and prioritising to achieve outcomes within fluid pressures. Every element in the programme will need monitoring both separately and within an overall aspect	Essential
Problem solving: ability to analyse problems in a logical and systematic way and identify solutions based on an understanding of the underlying issues	Essential
Negotiation: ability to anticipate resistance to change and to negotiate the desired outcome, whilst maintaining good working relationships.	Essential
Change Management: ability to confidently advocate for and lead change, and demonstrate the ability to: 1. Communicate the changes effectively at all levels 2. Persuade and "sell" the changes to other authorities and commercial services colleagues to achieve willing participation 3. Convince suppliers to make beneficial changes at no additional cost	Essential
People management: Able to manage staff, carrying out training, supervision and allocating duties and work programmes.	Essential
A persuasive, articulate communicator with a passion for delivery, who is able to confidently communicate business concepts and related matters to a broad range of stakeholders, e.g. technical and non-technical staff, suppliers	Essential
Self Management: self time management, well organised, able to work unsupervised, focused on delivering timely project outcomes, inclusive and flexible team player.	Essential
Specialist knowledge of subject matter relating to sustainability, energy and water management and administration, including an understanding of existing and developing policy issues such as renewable generation and carbon reduction targets	Essential
Specialist knowledge and understanding of related best practice in procurement and contract management, lean thinking, specifically reduction of waste and inefficiency in the procurement process and contract and supplier performance management outputs.	Essential
A readiness to challenge the status quo and proactively identify problems, solutions, new ways of doing things and good practice, including a willingness to understand issues	Essential

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
beyond the boundaries of the project	
Ability to analyse problems in a logical and systematic way and identify underlying issues based on available data and trend/root-cause analysis and provide customer focused solutions	Essential
Experience of leading organisational change initiatives and proven capability in successful delivery of change; possibly through the application of “systems” thinking	Desirable
Good knowledge of local government and health procurement, sustainability and back-office issues and practices.	Essential

Knowledge and understanding of relevant energy legislation and policies, such as the Climate Change Act, carbon Reduction Commitment and Energy Performance of Buildings Directive	Essential
Ability to use Microsoft Office products (specifically Word, Excel and PowerPoint applications) to an advanced level	Essential
Qualified to, or working towards a relevant professional standard, such as CIPS, MSc, B.Eng. MIHEEM, CEng, FBRE / MEI Chartered Energy Engineer/ Manager membership or equivalent.	Desirable
Educated to degree level (or equivalent) in either energy, sustainability (inc environmental) quality management (or a related discipline).	Desirable

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> 1. Head of London Energy Project 2. Staff and Managers at other Councils, Health Trusts, Public Bodies and Government Departments 3. Staff and Senior Managers in Major Framework Suppliers and Service Providers 4. LEP Board Members 5. Head of Procurement 6. Business Unit Managers and Heads of Service <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check. (Delete if not applicable)</p>

Organisational Structure



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
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	Yes		Use of a computer	Yes	
Audio typing			Crisis or conflict situations		
Walking more than a mile			Manual handling		
Working alone or in isolation			Working in confined spaces		
Driving a car, van or minibus			Preparing or serving food		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B			Working in awkward positions, e.g. stooping, bending, reaching		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances			Operating heavy or hazardous machinery including forklifts, diggers or cranes		
Regular and repetitive movements			Working shifts / unsocial hours, nights		
Outdoor work involving uneven surfaces			Standing or sitting for prolonged periods	Yes	

Outdoor work involving extremes of temperature			Working at heights / on ladders, roof work		
Teaching, or responsibility for children			Control and restraint		
Electrical hazards					

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