

JOB DESCRIPTION

JOB TITLE:	Senior Contract Manager
DEPARTMENT:	Services
REPORTS TO:	Commercial Director - Services
DIRECT REPORTS:	2 x Contract Managers

Primary Job Purpose

As a Senior Contract Manager, your purpose is to provide commercial leadership, strategic direction and demonstrate best practice to the Contract Management team within McCarthy Stone Management Services. The Contract Management team are responsible for ensuring McCarthy Stone Management Services, and consequently our customers, receive the best possible service from our suppliers and third-party providers to guarantee optimal delivery and value for money. Leading the team to transform our current competence and therefore strategic partnering capabilities will be a critical success factor for this role.

Key Responsibilities

- Negotiate new strategic supplier partnerships and changes to existing supplier partnerships, with individual contact values up to c. £5m p.a.
- Ensure strategic suppliers deliver against financial, operational and customer objectives, including driving improvements from suppliers where required (through use of KPIs etc)
- Produce reports for senior leadership through obtaining true performance information from suppliers, reviewing for completeness and accuracy and ensuring timely communication of information across relevant stakeholders
- Conduct commercial review of suppliers to ensure value for money for customers
- Create an awareness, and mitigate the risk, of existing suppliers and ongoing contractual arrangements
- Conduct supplier option reviews (including for categories of spend not currently managed centrally), including preparing business plans and recommendations
- Work with Group Legal to review existing supplier contracts (all suppliers over £100k annual spend / top 50 suppliers) to ensure they meet business needs, including SLAs and T&Cs. Renegotiate supplier contracts where required
- Work alongside Group Procurement to ensure new supplier contracts meet business need of Services
- Run tender process for smaller contracts/suppliers
- Train, supervise and manage the Contract Management team

Other general responsibilities

- Maintain and improve standards and consistency by keeping up to date and operating within the latest defined standard specifications, using the approved documentation, process, systems, and source information to ensure consistent and effective performance
- Always fully comply with McCarthy Stone's policies and procedures
- Actively engage and collaboratively manage relationships with internal and external stakeholders
- Undertake such other reasonable duties, commensurate with the job holder's experience and qualifications as may be required for the smooth running of the business

Relationships

- Work with all key business stakeholders and functions – these include Services SLT, Services Operations, Property Operations, IT, Finance, HR, Procurement, Legal, Sales & Marketing and Build
- Develop key external relationships as required to better manage suppliers and contracts

Managing People

- Set clear and ambitious 'SMART' objectives for the team and support the team to help achieve them
- Empower employees to take responsibility, delegate where appropriate and provide regular feedback and holds them accountable for commitments and performance
- Lead team members through the performance management and development processes through goal setting, feedback and performance development planning
- Take responsibility for team management and development through regular 1:1 meetings, team meetings and the solicitation and consideration of feedback on set goals.

Health and Safety

As Line Manager your H&S responsibilities in relation to you and employees under your control are to:

- Take reasonable care of your / their own health and safety and that of any person who may be affected by your / their acts or omissions at work
- Act in accordance with Company Health and Safety policies and procedures and ensure that employees under your control are:
 - Trained and competent to carry out work properly and do so
 - Familiar with, understand and discharge any allocated safety responsibilities
 - Provided with adequate information, supervision and equipment to allow their duties to be undertaken in a safe manner
- Immediately stop any unsafe activity until adequate measures have been taken to remove the risk or reduce it to as low as possible, seeking advice from the H&S team as appropriate.

Person Specification:

Knowledge & Experience

- Experience in a similar supplier management role with significant supplier / contract management experience essential
- Role would suit someone with strong commercial, financial or procurement background
- Experience of delivering strategic projects and building new approaches to deliver success desirable
- Experience of working within a Construction and / or Services business, including understanding of a commercial kitchen / catering operation advantageous

Skills & Competencies

- Excellent commercial awareness and strong analytical skills with the ability to draw conclusions from data in a logical and systematic way
- Robust influencing and negotiation skills
- Strong communication skills - including managing internal and external stakeholders; and preparing and presenting business plans and recommendations in a clear and compelling manner
- Able to plan strategic projects to manage expectations and deliver to deadlines
- Applies critical thinking to identify a range of solutions to complex problems
- A highly collaborative approach, able to pull information from others with minimal impact / oversight and comfortable owning discrete deliverables
- Experience using Microsoft Applications, specifically Excel and PowerPoint (or equivalents)

Personal Attributes

- A collaborative team player who is not afraid to get stuck into the detail and be hands-on when needed
- Delivery focussed who responds positively to a high-pressure environment
- Able to constructively challenge and influence at all levels within the organisation
- Welcomes the opportunity to develop and empower direct reports and wider team
- Highly organised with strong time management and planning skills
- Resilient and able to cope with competing priorities and work demands

NOTE: Your normal hours are set out in your offer letter and in the contractual section of the Employee Handbook. The Company reserves the right to alter days of work and/or hours of working in order to meet business requirements. There may be occasions when, in order to meet business requirements, you are required to work extra hours without any additional remuneration.

Although you will be employed at McCarthy & Stone Retirement Lifestyles (location TBC), as a term of your employment you may be required to work at or from any other of the Group's establishments, in the same or similar capacity.