

	<b>Job Title</b>	Supplier Relationship Manager
	<b>Department</b>	Community Wellbeing - Adult Social Care
	<b>Section</b>	Commissioning, Contracting and Market Management
	<b>Grade</b>	PO4
	<b>Reports to</b>	Team Manager – Commissioning, Contracting and Market Management
	<b>Staffing Responsibility</b>	Line management of 2 to 4 Placement Relationship Officers and up to 2 Social Workers
	<b>Organisation</b>	<i>Please attach organisation structure</i>

**Job Purpose:**

1. Oversight and management of a portfolio of providers in an individual industry area (Residential and Nursing Care/ Supported Living, HRS and other Accommodation based Services/ Community and Preventative Services).
2. Ensure the day to day delivery of a work programme of individual reviews and contract monitoring for the Placement Relationship Officers.
3. Day to day relationship management with contracted providers, including quality development and improvement and ensuring effective contract performance through robust monitoring.
4. Act as key accountable officer for providers of significant strategic importance, managing and developing relationships with these providers and working with them to continually develop and improve services and to ensure value for money.

**Principal Accountabilities and Responsibilities:**

1. As directed by the Team Manager to act as the lead officer and key supplier relationship manager for a portfolio of contracted providers of strategic importance.
2. To maintain oversight of all aspects of commissioning, contract management, relationship management, and contract monitoring with a wider portfolio of suppliers in their thematic area, delegating portfolios of work to Placement Relationship Officers as appropriate and monitoring the delivery of these.
3. To lead on the development and continuous improvement of tools and processes to support supplier relationship management, included but not limited to; contract management frameworks; procedures; implementation processes, contract monitoring and reporting

templates and provider improvement frameworks.

4. To ensure that contracts and services are managed under the agreed risk based contract management framework.
5. To lead on the annual inflationary uplift process and negotiations, other contract negotiations, novations and contract implementation for any supplier within their agreed portfolio.
6. To ensure that all contractual discussions are data and evidence based, and to manage the development and continual updating of key market and supplier information, for example, cost templates, detailed provider financial information, local and national changes that could impact on provider costs such as changes in the National Minimum Wage and fluctuations in the local property market.
7. To lead on the development of local, regional and national cost and financial models as required. This will include representing the council on West London Alliance market management groups, contributing to and managing the development of regional and sub-regional commissioning frameworks and leading on the implementation of WLA frameworks.
8. Act as a representative on the Safeguarding Adult Board Establishment of Concerns sub-group, or other subgroups as required.
9. In conjunction with the Safeguarding Adult Team, to take the lead on safeguarding investigations related to providers and to manage any suspension or embargo process as a result.
10. To ensure that statutory and regulatory requirements are embedded in contract and in contract monitoring processes, including working closely with the CQC as appropriate.
11. To lead the development of service specifications, tender evaluation processes and contract implementation planning and delivery, ensuring that all contractual documentation reflects the commissioning requirements, and the contractual information is fed back into the commissioning process at the earliest stages.
12. Contribute to the delivery of projects and programmes of work, as agreed by their manager and the HoS, the aim of which are to drive up service performance and the quality of outcomes of those using contracted services.
13. To work with the Market Oversight Manager in overall market relationship management locally and with partner organisations, engaging with the market place to improve service standards, influence change and develop services.
14. To lead on relationship management with key suppliers of strategic importance, acting as the point of contact for day to day queries as well as working with suppliers to support the development of new model of care in conjunction with the Market Oversight Manager.
15. Be responsible for ensuring Placement Relationship Officers deliver a programme of regular onsite monitoring visits in conjunction with individual placement reviews to support the performance and quality assessment of contracted services.
16. To be responsible for managing and maintaining records of the outcomes of provider monitoring visits for the suppliers they are responsible for in a particular thematic area.

17. To ensure that the information and data collected through monitoring and individual reviews is used to identify trends, themes and market wide issues, and to use this information to develop supplier development and improvement plans at both an individual provider level and at a market or sector level as appropriate.
18. To manage and maintain oversight of any procurement processes relating to suppliers in their thematic areas, including acting as the departmental link to corporate procurement.
19. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
20. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
21. Undertake any other duties commensurate with the general level of responsibility of this post.
22. Deputise for the Team Manager as required.

<b>DBS Status</b>	Basic
<b>Politically Restricted</b>	No

## Person Specification

### **Job Knowledge, Skills & Experience:**

*Specify the qualifications, experience, skills and abilities required.*

***All criteria are essential***

### **Knowledge and Qualifications:**

- Evidence of significant relevant CPD.
- Understanding of the commissioning, contracting, procurement and supplier management process in public services
- Understanding of the regulations and requirements of public procurement
- Understanding of the quality requirement relating to providers of Adult Social Care, including a good understanding CQC unspection requirement
- Excellent understanding of project management methodologies and the ability to apply them effectively
- Sound understanding of the policy and operating environment of health, social care, regulated services, and the community and voluntary sectors
- Supervisory/line management experience
- Through understanding of the current legislative and policy framework for for social care
- Sound understanding of the principles of performance management

### **Experience:**

- Preparing reports relating to commissioning, contract monitoring or procurement process for submission to senior management and/or Member lead decision meetings / Executive Meetings
- Experience of price and/or contract negotiations involving significant contract values (ideally £1m+)
- Working effectively in a project management and collaborative environment
- Contributing to organisational compliance with contract management policy and procedures
- Contributing to the delivery of commissioning strategies, change programmes and action plans
- Working with service users and customers to engage them in contract management and feedback about services
- Extensive experience of working within or with care and support providers
- Experience of managing/supervising staff, including workload allocation, planning and monitoring of delivery
- Delivery of contract management plans, performance improvement programmes and action plans
- Experience of supervising staff and workload planning

**Skills and Abilities:**

- Communicating and influencing skills.
- communicate open honestly: listening and responding to individual situations and the ability to have difficult conversations
- build honest, respectful and fair relationships based on dialogue and transparency
- ability to keep things simple, learn from mistakes and challenge yourself and your colleagues to constantly improve.
- take individual responsibility, but work as one team to manage risks and create seamless services
- work with partners (statutory, voluntary, service users and customers) to find solutions that make a difference
- recognise potential and actual abuse (of any kind to an adult or a child) and respond effectively.
- Build a rapport with partners (statutory, voluntary, service users and customers) to find solutions that make a difference
- Ability to use creativity in problem solving difficult issues or situations
- Ability to undertake difficult conversations with stakeholders and providers