
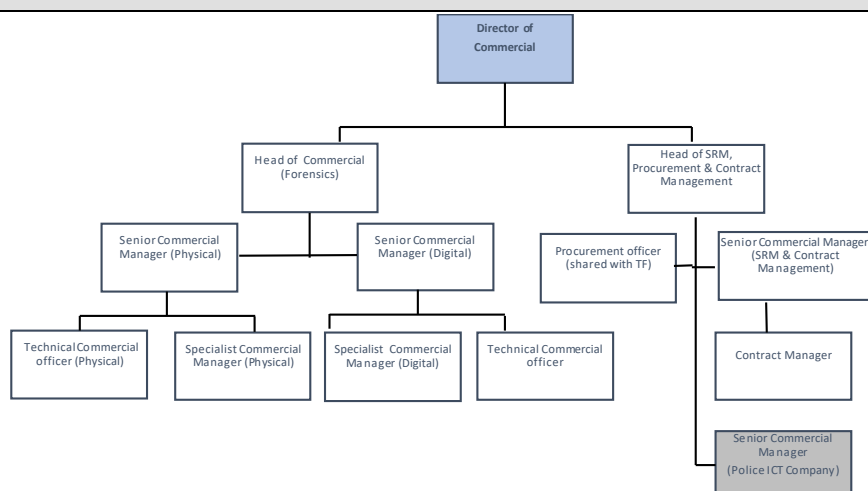


Integrity		Professionalism		Fairness		Respect	
		<h2>Job Description</h2>					
<b>Date:</b>		27 July 2020					
<b>Job Title:</b>		<b>CONTRACT MANAGER</b>					
<b>Post Number:</b>		Vacancy					
<b>Division/Department/Section:</b>		Forensic Capability Network (FCN)					
<b>Line Manager:</b>		Head of SRM, Procurement and Contract Management					
<h3>1. PURPOSE</h3>							
<p>The Forensic Capability Network (FCN) core team comprises staff across four main pillars: Science, Commercial, Quality and Operations with an Executive team overseeing and managing all the activities.</p> <p>This is a National Contract Manager role and will include operational activities, guidance and support to the FCN Commercial leadership and broader policing.</p> <p>The ability to successfully procure enabling ICT and Professional Service capabilities for the FCN and contract, performance and relationship manage suppliers and delivery partners of these services is a critical skill. We cannot underestimate the impact contract management activities (e.g. contract delivery, change control, stakeholder management and ultimately the close-down of one contract and the design of the next) makes on the difference between the success and failure of vital services.</p> <p>This post will contract manage all of the FCN enabling contracts provided by public sector partners and 3<sup>rd</sup> party suppliers.</p>							

## 2. POSITION IN THE ORGANISATION



Direct reports – Nil

## 3. MAIN RESPONSIBILITIES

What is the post responsible for? (INPUT)	With what results? (OUTPUT)
Stakeholder, Supplier and market Engagement, identifying and managing relationships with a variety of stakeholders. This includes the adherence to specific processes contained within the contract	<p>Working with the other FCN pillars and key stakeholders, solicit input on supplier performance management to ensure delivery against KPIs of the products and services the FCN is responsible for delivering to policing.</p> <p>Chairing or supporting commercial boards to review supplier performance with key stakeholders, including linking across other sectors including the Crown Representatives for major strategic suppliers</p>
Procurement and mobilisation using experience of exit and transition management or contract lifecycle management to input into future procurement exercises for FCN products and services, the development and implementation of effective planning and, once sourced, mobilising the contract.	<p>Conducting analysis of supplier performance, issues, weaknesses and progress against corrective action plans, so that clarity can be provided to the procurement teams engaging with the commercial marketplace around future requirements as part of a procurement or supplier market engagement event</p> <p>With the analysis of wider market intelligence and due diligence on existing suppliers, understand the likely future health of the market in a specific technical discipline and influence decision-making accordingly</p> <p>Providing advice and support to the Head of SRM, Procurement and Contract Management; the Commercial Director; the FCN Pillars in order to support them in informing HO, Police Stakeholders and other CJS partners</p>

<b>3. MAIN RESPONSIBILITIES</b>	
<b>What is the post responsible for? (INPUT)</b>	<b>With what results? (OUTPUT)</b>
<p>Managing contract delivery, exit and transition Appropriate use of performance management levers with the ability to realise contractual benefits. The ability to be intuitive to arising risks and able to deal with issues when they arise.</p> <p>Ensuring regular audit requirements are carried out such as penetration testing, both within the main supplier and any sub-contractors</p>	<p>Using the contractual mechanisms to ensure suppliers and their sub-contractors perform against key objectives such as ITIL standards for ICT service delivery throughout the life of the contract ensuring consistency is maintained and that exit and transition plans are documented and agreed, including data transfers, back record conversion, advice on security, accreditation and data protection</p> <p>Recommending efficiencies and process improvements that will improve value for money and efficiency within contracts, whilst ensuring continuity and quality of supply.</p> <p>Support for business change through Forensics commercial contracts ensuring the contractual advice is provided to ensure they are effectively managed with business users and teams providing clarity of roles and responsibilities</p>
<p>Risk Management: Risk planning, ensuring compliance and monitoring risks (including strategic and operational risks)</p> <p>This includes contingency Planning and coordination and oversight of short-term national issues such as supplier failure, data centre outage or cyber-attack.</p> <p>This may also include advising Senior Police Leadership and Forces in a national crisis to ensure the Gold Command structure is supported on invoking national contingency plans and establish, develop and maintain excellent working relationships with internal and external stakeholders, managing critical relationships and implementing effective risk mitigation strategies where needed.</p>	<p>Support the development, updating and implementation of the national contingency plans in the event of supplier failure, operational disruption or market exit. Continuous monitoring of supplier capacity, future impact of new regulation or legislation or CJS outcomes impacting Legacy &amp; Archiving, data storage and evidence storage</p> <p>Identify and mitigate contractual risk to reduce possibility for service or security failure, impacting the provision of FCN services to Forces and causing and reputational damage</p>
<p>Change Control: Understanding and being able to work to the contract change process. This includes understanding the positive and negative impact of contractual changes on budgets, operational services and resources both internally and within suppliers</p> <p>Using specialist knowledge to support, challenge or inform the contractual change control process and 'in life' renegotiations to ensure the appropriate advice is provided</p>	<p>Regular engagement with suppliers and partners and key stakeholders within the FCN to ensure any changes are fully scoped, defined, costed and agreed and the wider impact of the changes on other IT systems or services is considered and risk assessed together with robust and auditable decision recording to provide a clear audit trail of all contract changes together with the planning and implementation of the changes</p> <p>Provision of specialist input into the service management and contract management processes.</p>

<b>3. MAIN RESPONSIBILITIES</b>	
<b>What is the post responsible for? (INPUT)</b>	<b>With what results? (OUTPUT)</b>
The individual will also be responsible for supporting and informing the implementation of a best practice approach in contract management, ensuring that the FCN and police forces receive the services procured and they are delivered to agreed standards, quality and costs for the business	Supporting the Development and delivery of training programmes for commercial and scientific/digital forensics staff in Forces .
Market Management & Development, with responsibility for demand management and market intelligence, including maintaining and updating contingency plans for managing demand and minimising service disruption in case of an incident, e.g. major quality failure, loss of a provider; providing the specialist expertise into the development of long-term commercial plans to ensure the sustainability of individual disciplines and a strategic approach to the market place. In addition the post holder will also provide understanding of the commercial market and the relationships required with suppliers to achieve business outcomes	Horizon scanning nationally & internationally working with the FCN Pillars to identify research & innovation in academia and the market and how this can be converted from theory/prototype to operational capability. Developing SMEs, especially in niche capabilities  Making effective links to R&D priorities, determining the impact of emergence of new technologies and informing police procurement decisions where appropriate
Compliance is a key responsibility of this role and the post holder will be responsible for:  Awareness and experience of compliance to, Forensic Science Regulator codes, police ICT and security awareness and experience of GDPR and Information Security criteria and the NCSC requirements for cyber security at a supplier and through the supply chain.	Ensures Forces and suppliers maintain compliance with the relevant ICT and data protection legislation and security
This list of duties is not restrictive or exhaustive and the postholder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post. In some posts this might include the ad-hoc provision of guidance and informal training of new colleagues.	Completion of duties to meet the needs of the Police Service.

#### 4. CONTACTS

Five main contacts, internal or external (other than Manager), which the post-holder regularly deals with in the course of their work.

1.	FCN Leadership and Pillar staff
2.	Other CJS and Regulatory partners including home Office, MoJ, Forensic Science Regulator, Competition and Markets Authority, Information Commissioners Office
3.	ICT Service providers, other suppliers, new market entrants
4.	NPCC, APCC at a regional and local level, Heads of IT in Force, Data protection Officers,
5.	Other Public sector scientific, law enforcement or digital and cyber partners

#### 5. SPECIAL CONDITIONS/ADDITIONAL INFORMATION

The post-holder will work in a challenging role which will require an agile working approach, with a mixture of home working and working from an operational base.

There will be a requirement for regular travel and working away from home on an occasional basis.

The Force Values together with the Police Staff Standards of Professional behaviour are a set of non-negotiable standards that all Dorset Police staff must abide by. Loyalty to these Values and Ethics are a requirement for membership into Dorset Police.

#### 6. HEALTH & SAFETY TRAINING

VDU assessment.

Your Line Manager has the responsibility to refer to the risk assessment appropriate to your role. To identify any additional health and safety training required. For example, Manual Handling training, VDU assessment, Control of Substances Hazardous to Health, etc.

To satisfactorily enable the post holder to undertake their duties, the Force expects that the post holder will make themselves available to undertake appropriate Health and Safety management training relevant to the post.

#### 7. HEALTH MONITORING

Not Applicable

#### 8. VETTING

The individual will require Police vetting at MPPV and also SC level vetting in order to access contracts and commercial information held by the Home Office, Ministry of Justice, Defence Science and Technologies Laboratories or other Whitehall Departments, Agencies and Arms-Length bodies.

#### 9. TERMS OF APPOINTMENT

The commencing salary will be within Scale K starting at £52,257 rising by increments to £58,437

Current office hours are 8.40 am to 5.00 pm Monday to Thursday and 8.40 am to 3.40 pm Friday. The office is closed on Saturdays (five day week). The emphasis will be on completion of the work rather than the hours performed, but clearly within the constraints of the Working Time Regulations.

This is a national role and whilst the employment will be to Dorset Police there is no expectation to relocate. The successful applicant will be based at an agreed location in England & Wales. UK-wide travel will be required.

The role will be performed predominantly on a flexible/home/remote working basis. This will naturally evolve as the FCN builds and people will be advised of any changes to this at the earliest opportunity including any impact on claimable expenses.

## 10. PERSON SPECIFICATION

### Essential Criteria

Essential Qualifications/Specific Training/Alternative relevant experience, knowledge, skills which are required for this post.

Criteria to be measured	Competencies Required
<b>Criteria A</b>	Graduate calibre with an MCIPS level 5 or Practitioner Level IACCM qualification or GCF ADC pass at CL level
<b>Criteria B</b>	Influencing in cross functional and multi organisational environments within the public sector, preferably CJS, where specialist expertise and professional credibility are critical
<b>Criteria C</b>	Experience of working within the public sector and deep specialist knowledge of the commercial construct and pricing models of contracts for ICT products, service management, hosting and applications development
<b>Criteria D</b>	Business Acumen and Commercial Judgement in relation to understanding supplier commercial models and the breakdown of ICT and Professional Services products and services and the ability to take risk-based decisions
<b>Criteria E</b>	In depth understanding of ITIL, cyber security, accreditation and vetting and other standards and translating them into commercially understood requirements for suppliers.
<b>Criteria F</b>	Experience of managing the exit of a supplier with effective transition management planning, contract change structures, negotiation levers and commercial pinch points
<b>Criteria G</b>	Understanding of risk and issues management in a police or other command and control environment

### Desirable Criteria (if applicable)

Desirable Qualifications/Specific Training/Alternative relevant experience, knowledge, skills which are required for this post.

Criteria to be measured	Competencies Required
<b>Criteria H</b>	Experience in engaging with NCSC and the ICO and Data Protection Officers
<b>Criteria I</b>	Experience of contract managing both on premise and cloud-based hosting solutions at and above 'Official Sensitive High'
<b>Criteria J</b>	A Degree in a relevant Scientific, Technical, Digital or Business discipline.

August 2020