

Agency Contract Manager

Salary Range: £48,969 - £55,797

Grade: Level 4, Zone 2

Location: 5 Pancras Square

Reports to: Resourcing Manager



About the role

The Agency Contract Manager will have the responsibility for managing our agency contract. Our agency workers are procured through Matrix SCM, giving us a single point of contact for agency staffing. Camden's current contract with Matrix SCM commenced on 16th February 2022 via the MSTAR3 London Collaboration framework. The contract length is for 2 years with an extension option of 2 years which we agreed to extend.

The role also oversees Camden Talent Pool, this is a pool of candidates who are Camden residents, already engaged with us and can be called upon as a first port of call or alongside the use of wider temporary agency staff when recruiting for a temporary role.

Reducing the cost of agency spend is a priority for the council, the Agency Contract Manager will take the responsibility to liaise with stakeholders to monitor and reduce the agency worker spend

The Agency Contract Manager will have the responsibility for managing all aspects of the strategic and operational contractual management and negotiations for the temporary agency service in the Council.

Support the Camden Talent Pool Advisor to develop the pool and to support local residents with agency work opportunities.

Provide specialist expert advice to stakeholders on IR35 legislation.

Stay abreast of legislative changes regarding temporary agency staff and implement necessary changes in conjunction with suppliers (e.g., AWR, HMRC).

Prepare and present regular reports on agency worker usage, cost trends, and overall performance to senior management.

The things you'll achieve

The Matrix SCM contract ends in February 2026, you will begin preparations for the retendering of the agency contract renewal.

Further promote and develop the Camden Talent Pool to support our residents to find suitable work within the Council.

Working with service leads, HR colleagues and other stakeholders to reduce agency spend across Camden.

Supporting Matrix SCM with the implementation of their new system.

Ensure all legislation is updated and implemented where appropriate.

Performance tracking to ensure Matrix SCM are fulfilling our contract, identifying areas of improvement and demonstrating value to our stakeholders through fulfilment rate.

About You

Knowledge & Experience

An excellent knowledge of contract management practices and supplier relationship management techniques.

Experience of managing, reviewing and improving the performance of contracts.

Experience of gathering, analysing and reporting on monthly management information (MI) and Key Performance Indicators (KPI) data

Excellent verbal and written communication skills with a senior audience

You have

You will be results focused so to ensure targets are met.

You will work in a collaborative way to help achieve organisation targets

Have the ability to communicate and influence effectively with colleagues at all levels

Good knowledge of temporary recruitment processes, systems and the ability to identify and recommend improvements to enhance a seamless process to achieve maximum output

Other important information...

People management

Manage up to two people

Work environment

The HR team is based at 5 Pancras Square where all staff have the ability to work in a flexible way

Who you will be working with

- Key day to day internal relationships with hiring managers, budget holders, Heads of Service, stakeholders and procurement, Resourcing Manager and HR Strategic Leads/Advisors.
- Key day-to-day external relationships with the supplier, Account Manager, off contract agencies and local SME businesses.
- Working with the Resourcing Manager on recruitment campaigns to support permanent recruitment via temporary agencies.
- The role will report into the Resourcing Manager

The application process

Standard internal application process followed by an interview

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

