**Job Profile Information: Contract Manager**

**This supplementary information for Contract Manager is for guidance and must be used in conjunction with the Job Capsule for Level 5, Zone 2, Camden Way Category 4.**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To be responsible for the day-to-day management, performance monitoring and preparation of financial and tonnage data of the Authority’s Main waste management (MWM) and transport contractors including the site at Gateway Rd

To ensure that the financial and data systems and metrics used by the Services & Strategy Team used to manage and monitor these contracts are appropriate and in line with industry best practice. Provide high quality performance and leadership to the Authority, constituent Boroughs and external bodies in line with the Camden Way.

To ensure that all work carried out within the area of responsibility is done so in accordance with the Authority’s and Camden’s required standards and standing orders, legal requirements and national and local objectives. To ensure that adequate monitoring and auditing processes are in place.

**Example outcomes or objectives that this role will deliver:**

* To actively consider new and innovative ways of doing things, recognising and promoting the positive benefit of change to improve services and achieve goals in line with industry best practice
* Manage the relationship with the contractor London Energy Ltd LEL in a constructive and positive manner.
* To manage the day-to-day performance of the Authority’s Main waste management and transport contracts carrying out on site monitoring of all facilities operated by LEL.
* Ensure that all contract conditions / specifications are met, through negotiation and ultimately the application of defaults when necessary
* To lead monthly contract management meetings with LEL for the purpose of performance which will include a monitoring report of the previous month’s performance.
* To be responsible for the budgets relating to the management and monitoring of the Authority’s Main waste management and transport contracts.
* To report variances to budget against the Main waste contract and ensure recommendations for payments are made in line with contract conditions
* To support finance in creating the reporting metrics required to deliver the contract efficiently and to budget
* To develop and maintain a monthly reporting structure to monitor performance for approval by the senior management team
* To liaise with Officers of the constituent Boroughs within the Authority area to assemble and provide required service information in accordance with established reporting procedures and ad hoc requests for information.
* Give recommendations, support and advice on the relocation from Hendon to Geron Way and mobilise contract when open.
* Support the negotiation of new waste management contract through involvement, consultation and delivering recommendations to the senior management team.
* To notify officers in a timely fashion any service disruption to the main waste contract
* To conclude all negotiations and preparation of leases for signatory for the reuse and recycling centres RRC’s in a timely manner.
* Prepare draft authority papers quarterly.
* Manage the relationship and contract with Bywaters for the Gateway Rd RRC
* Complete EA returns for Gateway Rd
* Maximise revenues for commodity sales at Gateway Rd.
* Manage the lease at Berol House
* Manage the IT contract NLWA have with Haringey Council
* Work with colleagues to improve the accuracy and efficiency of Waste Data Flow reporting
* Ensure that all NLWA vehicles and staff are legally compliant to drive Authority vehicles
* Work within all relevant policies (particularly Health & Safety and Equalities) of the Authority and the employing Borough, and relevant Standing Orders.

**People Management Responsibilities:**

* Supervising the Contract Administrator ensuring the proper:
	+ Monitoring of specific requirements of additional services procured as contract variations.
	+ Recording of performance data into performance managements systems to manage issues and identify trends.
	+ Reconciliation of Main Waste Contract invoices
	+ Providing data for upload onto Waste Data Flow
* Advise and give direction to the Contract Administrator on all matters.
* Occasional supervision of staff temporarily assigned.
* Deal with public and student enquiries, especially those of such a complex nature that the Contract Administrator and other staff in the Services Team cannot resolve them.
* Give specialist advice to Borough waste officers on the respective activities and responsibilities of the Boroughs and the Authority, particularly in relation to the practical implementation of new legislation
* All other duties commensurate with the level of the post.

**Relationships:**

Liaise with internal staff and contractors as well as Borough Technical Officers and on occasions at higher levels as needed.

**Work Environment:**

The NLWA offices are in Tottenham Hale Berol House; the successful applicant will be based here but must be prepared to be based at any location within the NLWA area.

**Please note:** ***The role requires travelling to and from various locations******predominantly within the Authority area******and it is essential that you have a drivers licence and provide your own transport suitable for such travel.***

**Technical Knowledge, Skills and Experience:**

Essential

* Experience of managing large and complex service contracts with annual budget over £50 million
* Proficient in using Microsoft packages such as Outlook, Word and Excel, Project and Visio
* Good working knowledge of legislation and statutory obligations in this field, e.g. Environmental Protection Act 1990, Controlled Waste Regulations 2012, and associated regulations and guidance.
* Experience of demonstrating commitment and integrating Equalities and Valuing Diversity principles in service delivery.
* Ability to work as part of the team and on own initiative.
* Good organisational skills - ability to manage conflicting priorities, handle a busy workload and meet frequently changing deadlines.
* Ability to assess and prioritise personal work by taking into account the work and priorities of the rest of the team to ensure that service targets are met.

Desirable:

* Certificate of Technical Competence (COTC) Level 4
* IOSH Managing Safely Qualification or higher
* Holder of a relevant degree or equivalent qualification
* First Aid qualified

The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. NLWA may revise the content of these roles and responsibilities at its discretion

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>