



## **JOB DESCRIPTION**

<b>Job Title:</b>	Contracts and Supplier Performance Manager
<b>Salary:</b>	TPAT Point 11
<b>Responsible to:</b>	Director of Operations
<b>Direct Supervisory Responsibility for:</b>	N/A
<b>Important Functional Relationships: Internal/External:</b>	TPAT Professional Services - Executive Team, Estates and Facilities, IT Operations, Procurement Lead & Finance, Headteachers, External Contractors and Suppliers, School Staff, Students, Parents & Carers and External Professional Bodies

### **Main Purpose of the Job:**

*To be responsible for providing Trust-wide post-award contract management. post-award contract management and supplier performance role, responsible for ensuring that contracts deliver their intended outcomes, including value for money and effective operational delivery.*

*The postholder will operate under the strategic direction of the Director of Operations and will provide robust oversight of supplier performance, contractual compliance, risk, financial assurance and operational delivery across a diverse contract portfolio.*

*The role is responsible for establishing and maintaining consistent Trust-wide contract management standards, strengthening supplier accountability, supporting operational stakeholders and ensuring timely escalation of significant performance, compliance or commercial risks.*

*The postholder will ensure that contract management arrangements are compliant, consistent and auditable, aligned with public sector governance expectations and operational best practice.*

### **Main Duties and Responsibilities:**

- Develop, implement and maintain a Trust-wide contract management framework that provides consistency, control, performance oversight and clear accountability across service contracts.
- Maintain effective oversight of the post-award contract lifecycle, including formal handover from procurement, mobilisation, performance management, review, variation control, renewal planning and exit arrangements.
- Work in partnership with the Procurement Lead to ensure that post-award contract activity, including variations, extensions, renewals and exit planning are managed in accordance with Trust policy, delegated authority and procurement/legal advice where required.
- Ensure contracts are appropriately approved, executed by the relevant operational contract owner, recorded on the contract register and stored in an accessible and auditable format.
- Analyse quantitative and qualitative performance information to assess supplier delivery against KPIs, SLAs, service expectations and value for money requirements.
- Identify, quantify and manage contractual, operational, compliance and budget risks, escalating issues where appropriate with clear mitigation options and recommended actions.
- Work proactively with operational leaders and contract owners to ensure supplier performance issues, operational concerns and contractual risks are identified early and managed effectively.
- Establish and operate a formal contract handover process from Procurement to Contract Management, ensuring signed agreements, pricing schedules, KPI/SLA requirements, implementation commitments, risk

information, key decision records and supplier obligations are fully transferred, understood and actioned prior to mobilisation.

- Provide operational lessons learned, service intelligence and contract performance insight to the Procurement Lead to inform future procurement activity, re-procurement strategies and specification development.

#### **CONTRACT MANAGEMENT**

- Maintain a centralised contract register with clear visibility of contract values, terms, owners, risks, review dates and renewal or exit timelines.
- Design and implement consistent contract monitoring and reporting processes across the Trust to strengthen visibility, accountability and operational assurance.
- Lead contract performance monitoring, including analysis and interrogation of KPI, SLA, invoice and service delivery data.
- Plan, attend and summarise supplier review meetings, ensuring actions, risks, decisions and improvement plans are clearly recorded and followed up.
- Work with contract stakeholders to ensure services are delivered in accordance with agreed terms, identifying underperformance and supporting timely resolution.
- Work with the Procurement Lead and legal advisers, where required, to support interpretation, implementation and operational management of agreed contract terms post-award, escalating proposed changes or areas of ambiguity for formal advice and approval.
- Work with Finance Business Partners and budget holders to monitor financial performance, understand budget impact, challenge charges where necessary and support value for money.
- Scrutinise contract expenditure, variations and supplier charging arrangements to ensure financial accuracy, contractual compliance and value for money
- Develop professional and constructive supplier relationships while maintaining appropriate commercial challenge, performance oversight and accountability
- Lead forward planning for contract renewals, extensions, variations and exits to minimise operational disruption and ensure compliance with Trust processes.
- Support internal and external audit processes relating to contract management, procurement compliance and supplier assurance activity
- Ensure that commitments incorporated into final contracts are translated into operational contract management plans and supplier review arrangements.
- Hold suppliers to account against agreed contractual obligations, service levels and performance expectations, ensuring timely corrective action where standards fall below expectation
- Identify opportunities to improve contract performance, operational consistency, supplier outcomes and commercial efficiency across the Trust.
- Own the post-award mobilisation process following contract award, ensuring implementation plans, governance arrangements, roles and responsibilities, reporting structures, escalation routes and baseline service measures are established and communicated.

#### **PROCUREMENT INTERFACE AND COMMISSIONING SUPPORT**

- Support the procurement team by providing operational insight, contract performance information, lessons learned, supplier intelligence and service requirements to inform proportionate and compliant procurement activity across the Trust.
  - Support alignment with:
  - Trust financial policy and procedure;
  - public procurement principles, including transparency, equal treatment and value for money;
  - appropriate procurement routes, documentation and decision records; and
  - continuous improvement of procurement and contract management policies, procedures and templates.

#### **GOVERNANCE, RISK & COMPLIANCE**

- The Contracts and Supplier Performance Manager is responsible for post-award contract management, supplier performance, contract assurance and operational oversight.
- To operate under the strategic direction of the Director of Operations and be responsible for providing timely, accurate and actionable contract performance, compliance and risk information to support Trust-wide operational oversight and decision making

- The postholder is not authorised to commit the Trust to contractual expenditure or binding contractual changes unless expressly delegated through the Trust’s Scheme of Delegation or Financial Regulations.
- To provide professional operational contract management advice to budget holders and operational leads but ultimate budget accountability remains with the relevant authorised manager.
- The postholder will ensure significant supplier underperformance, contractual disputes, operational disruption, safeguarding concerns, statutory non-compliance or material financial risks are escalated immediately to the Director of Operations
- Ensure each operational contract has an identified contract owner, appropriate governance oversight and clearly documented review arrangements.
- Ensure suppliers comply with Trust data protection, cyber security and information governance requirements where applicable
- Support monitoring of supplier safeguarding compliance requirements including DBS arrangements, safer working expectations and contractor control procedures where applicable
- Monitor supplier compliance relating to statutory duties including health and safety, estates compliance, insurance and mandatory certification requirements
- Support operational resilience planning through effective supplier contingency awareness, escalation planning and contract continuity management.
- Ensure that any proposed contract variation, extension, waiver, dispute settlement position or material change is documented, assessed for operational and commercial impact, and referred through the appropriate approval route in consultation with Procurement, Finance and Legal advisers where required.
- Identify and report contract risks, including supplier dependency, financial exposure, service continuity, compliance issues and operational impact.

#### **STAKEHOLDER ENGAGEMENT**

- Lead post-award mobilisation, transition and exit planning activities to minimise operational disruption and maintain service continuity, following formal handover from procurement.
- Provide clear, data-driven and concise reporting to senior leaders, translating complex contractual issues into practical, decision-ready information.
- Develop professional supplier relationships that optimise value for money and enable clear, constructive challenge where performance issues arise.
- Work with operational contract owners to ensure day-to-day service management responsibilities are understood, while maintaining central oversight of supplier performance, assurance activity and escalation.

#### **REPORTING**

Provide regular reporting on:

- contract performance and supplier delivery;
- contract variations and associated budget impact;
- compliance, risk and mitigation actions;
- upcoming renewals, exits and forward commissioning / re-procurement requirements for referral into the procurement pipeline; and opportunities to improve value for money, service quality and process consistency.

#### **General Responsibilities applicable to all staff**

- Demonstrate and promote the values of Truro and Penwith Academy Trust at all times.
- Contribute to the overall ethos and aims of the school.
- Follow and adhere to all agreed Child Protection and Safeguarding policies and procedures at all times.
- Make a positive impact on our students’ lives and contribute to shaping a brighter future.
- Play a full part in the life of the school community and support its vision and ethos to encourage all staff and students to follow this example.
- Work effectively with other members of staff to meet the needs of students; ensuring that students’ needs are prioritised.
- Act as a role model and set high expectations of conduct and behaviour.
- Appreciate and support the role of other professionals.

- Have a clear sight of how this role impacts on the school's students at all times.
- Work with professionalism in line with the Trust's Code of Conduct.
- Be aware of and comply with all policies and procedures at all times, especially those relating to child protection, health, safety and security, confidentiality, data protection and copyright, code of conduct, reporting all concerns to line manager.
- Be a positive influence on the climate and culture of the school and a positive role model at all times.
- Model good management practice across the Trust.
- Be aware of and support difference, ensuring equal opportunities for all.
- Actively promote the safety and welfare of our children and young people.
- Administer basic first aid and assist in the dispensing of medically prescribed controlled drugs in line with Trust procedures (only if trained to do so); recording on Trust systems as required.
- Attend liaison events and effectively promote the school at open days/evenings and other events.
- Act as a Trust team member and provide support and cover for other staff where needs arise, inclusive of work at other sites within a reasonable travel distance.
- Be aware of and comply with all School and Trust policies and procedures.
- Undertake mandatory training, professional development, learning activities and appraisal procedures as appropriate.
- Attend and participate in relevant meetings and Trust based INSET as required.
- Responsible for your own self-development on a continuous basis; taking responsibility for your own CPD.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Maintain at all times the utmost confidentiality with regards to all reports, records, personal data relating to staff and students and other information of a sensitive nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.
- Carry out any other reasonable instructions commensurate with the post in order to support the work of the Trust and its Academies.

### Job Description

This job description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post. This job description does not form part of your contract of employment.

The post-holder may be required to undertake such work as may be determined by their line manager from time to time, up to or at a level consistent with the main responsibilities of the job.

This job description may be amended at any time in consultation with the post-holder.

### Special Conditions of Employment

Truro and Penwith Academy Trust is committed to safeguarding and promoting the welfare of children and young people, ensuring a culture of valuing diversity, and ensuring equality of opportunities, and expects all staff and volunteers to share this commitment. The post-holder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The post-holder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or well-being of children or young people.

All offers of employment are conditional and are subject to satisfactory pre-employment checks including receipt of original qualification documents, two satisfactory references, health screening, proof of eligibility to work in the UK, Childcare Disqualification check, a Disclosure and Barring Service (DBS) check and online searches.

## PERSON SPECIFICATION – Contracts and Supplier Performance Manager

Person Specification	Essential	Desirable	Recruiting Method
<b>Education and Training</b>	<p>Degree level qualifications in a relevant commercial, legal or analytical field or equivalent experience.</p> <p>Evidence of relevant professional development in contract management, procurement, commercial management, finance, operations or a related discipline.</p> <p>Full clean driving licence and access to transport, or ability to travel efficiently across Trust sites.</p>	<p>Relevant professional qualification in procurement, contract management, or commercial management (e.g. CIPS, IACCM/WorldCC or equivalent).</p>	<p>Application</p> <p>Certificates</p>
<b>Skills and Experience</b>	<p>Demonstratable experience of post-award contract management, supplier performance monitoring and operational assurance across multiple service areas.</p> <p>Experience monitoring supplier performance using KPIs, SLAs, performance data and review meetings.</p> <p>Experience identifying and escalating contract, operational, compliance or financial risks with practical mitigation options.</p> <p>Experience of contract mobilisation, handover, governance reporting and contract review processes.</p> <p>Strong financial awareness, including budget impact, invoice review, contract variation analysis and value for money assessment.</p> <p>Ability to communicate clearly and confidently with suppliers, operational contract owners, senior leaders and school-based stakeholders.</p> <p>Strong skills across Microsoft 365, including Excel, Word, Outlook and PowerPoint, with the ability to use data to support reporting and decision making.</p> <p>Committed to continual personal and professional development</p>	<p>Experience within an education or public sector environment.</p> <p>Knowledge of UK public procurement frameworks and best practice.</p>	<p>Application</p> <p>Interview</p> <p>Assessment</p>
<b>Specialist Knowledge and Skills</b>	<p>Sound understanding of contract management principles, including lifecycle management, performance management, variation control, risk management and supplier review.</p> <p>Working knowledge of contract terms, post-award commercial safeguards, variation control and when to seek procurement, finance or legal advice.</p>	<p>Experience implementing contract management systems or digital contract registers.</p> <p>Awareness of public sector procurement legislation and governance requirements sufficient to support compliant post-award</p>	<p>Application</p> <p>Interview</p> <p>Assessment</p>

	<p>Ability to analyse data, identify trends, draw conclusions and present evidence-based recommendations.</p> <p>Working knowledge of governance, audit, documentation and compliance expectations in a regulated or policy-driven environment.</p> <p>Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people</p> <p>Committed to promoting equality of opportunity and inclusion</p>	<p>contract management and escalation.</p> <p>Experience of building or transforming contract management functions.</p> <p>Experience in deploying contract performance management processes.</p>	
<p><b>Behaviours and Values</b></p>	<p>Highly organised and able to manage competing priorities, deadlines and contract cycles across multiple service areas.</p> <p>Strong professional integrity, accountability and attention to detail.</p> <p>Confident stakeholder manager with the ability to build relationships, influence others and challenge constructively.</p> <p>Clear and concise communicator, able to simplify complex contractual, financial and operational issues for different audiences.</p> <p>Proactive, solutions-focused and comfortable taking ownership of processes while working collaboratively with others.</p> <p>Deeply committed to equality of opportunity, British Values and diversity</p>		<p>Application Interview Assessment</p>