Manchester City Council
Role Profile

ICT & Digital Contract and Vendor Manager, Grade 10
ICT Service, Corporate Core Directorate
Reports to: ICT Commercial Lead
Job Family: Commissioning and Commercial

Key Role Descriptors:

As a subject matter expert, the role holder will oversee the design, development and implementation of frameworks which enable the operation of an effective commissioning or commercial service and support their contribution to the achievement of strategic and operational objectives.

The role holder will work closely with key stakeholders to develop effective partnerships, linkages and coordinated working with other Council Services and key agencies to ensure that teams contribute to the development and delivery of area-based priorities.

The role holder will ensure that services, systems and procedures provided by the commissioning service are robust and fully aligned to and supportive of the aims and objectives of the Council.

Key Role Accountabilities:

Through close working relationships with stakeholders, support the development of effective commissioning and commercial services, policies and strategies by taking a lead for their area of work.

Work collaboratively across the Council to provide specialist advice, information, support and challenge to client services which supports and promotes their priorities as well as safeguarding the organisation and progresses corporate objectives.

Support negotiations to commission services, ensuring that the tendering and contracting processes run effectively and that contracted services meet the needs of customers.

Provide specialist advice and guidance to colleagues across the organisation, accounting for factors and elements beyond their direct control and area of specialism to support a whole council approach to decision making.

Use robust and effective analysis of information to inform strategic objectives in relation to the assigned service area, ensuring that advice to client services is in line with current legislation and organisational direction.

Effectively monitor and evaluate service delivery to ensure that performance targets are met and review strategies and procedures as appropriate, aligning them with customer demand and feedback to continually enhance the commissioning service.

Ensure adequate monitoring and evaluation systems are in place and used to monitor outcomes and impacts on a regular basis, considering stakeholder perspectives and local/national audit frameworks, including effective monitoring and forecasting of appropriate budgets.

A strong and clear advocate for the organisation's ***m people*** approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

ICT & Digital Department
The vision of the ICT & Digital department is “a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery.”
The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. This role sits within the following team:

Portfolio & Departmental Management Office (PDMO): Ensures alignment of all ICT & Digital activity with strategic objectives, outcomes, and capacity to deliver, to enable benefit realisation and support continual service improvement. Provides governance standards across all ICT & Digital areas to allow proactive selection, prioritisation, and control of the complete portfolio of activity. Has overarching responsibility for all financial management, contracts and licensing that underpin effective transition and sustainable ICT & Digital service delivery.

A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council’s ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:
212 Office locations inc. 27 libraries
Circa 8000 ICT users and 96 elected Councillors
200+ Line of Business Applications
1000+ Virtual Servers hosted across resilient Cloud and On-Prem Data Centres
10,000+ Laptops, PC’s, and associated End User Devices
300 printers"

The role holder will oversee the design, development and implementation of frameworks which enable the operation of an effective commissioning or commercial service and support their contribution to the achievement of strategic and operational objectives.
The role is responsible for promoting and ensuring the effective adoption and understanding of licensing and subscription models that underpin the provision of ICT services. This includes supporting stakeholders in navigating commercial frameworks, aligning service delivery with contractual obligations, and enabling informed decision-making across the organisation.
The role holder will work closely with key stakeholders to develop effective partnerships, linkages and coordinated working with other Council Services and key agencies to ensure that teams contribute to the development and delivery of service-based priorities.
The role holder will ensure that services, systems and procedures provided by the commissioning service are robust and fully aligned to and supportive of the aims and objectives of the Council.

MANCHESTER CITY COUNCIL

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Analytical Skills -** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and risks and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
- **Strategic Thinking:** Evidence of thinking cross-functionally and cross-organisationally, beyond one's own professional areas of specialism is important as is the ability to conceptualise new, collaborative ways of achieving shared goals.
- **Planning and Organising:** Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
- **Communication Skills:** Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. Ability to harness the full commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.
- **People Management:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.
- **Financial Management:** Excellent financial planning skills to develop short-, medium- and long-term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.
- **Commissioning Skills:** Ability to advise and develop local partner commissioning capabilities where there will be a direct impact on joint commissioning goals.

Technical Requirements (Role Specific)

- Degree-level education or equivalent experience in contract management, procurement, or public sector governance.
- Qualified to ITIL, with a strong practical understanding of how the core ITIL functions interface and interact to collectively support IT and the Business.
- A strong understanding of Prince2 or AMP (or equivalent project management methodology) and how projects enter the lifecycle and are scoped (sized against Business demand) during Initiation.
- To work flexibly including out of hours / bank holidays if and as required to meet customer demand and potential support in Major DR / BC incidents.