

Role Profile

Role Details

Role Title	Commercial Contracts Manager
NS&I Salary Pay band	4
Civil Service equivalent grade	7
Business unit	Commercial Assurance
Reporting to	Head of B2B Commercial
Date produced or updated	August 2019

Purpose of Role

- To contribute to the development of the commercial approach on relevant B2B contracts (MoUs) across NS&I and Atos
- To assist in the negotiation of commercial agreements with key B2B partners, to assist in the development and agreement of the commercial B2B contracts in order to safeguard NS&I's commercial position achieved by optimising value and minimising risk and ensuring that such B2B contracts are backed off to the Atos Agreement
- To ensure that all B2B contracts comply with the established commercial compliance with relevant legislative requirements combined with Government/OGC/Cabinet Office best practice guidance
- To manage the ongoing commercial relationships with key B2B business partners to ensure that contract performance is achieved through formal contract management processes
- Contract management responsibility for key partner and B2B contracts including negotiating contractual changes and ensuring that contractual amendments are captured and formalised
- To lead or participate where appropriate on leveraging B2B partner relationships, managing the contractual negotiations and ongoing contract performance management

Key responsibilities

To take the contractual lead on the relevant key B2B contract negotiations between NS&I and third parties

To develop the relevant contractual documentation to underpin these key B2B contracts which safeguard NS&I's commercial position and minimises risk

To ensure that those third party B2B contracts are reflected and flowed down appropriately within the Atos Agreement to ensure that rights and obligations are maintained/preserved as appropriate

To manage and maintain the B2B contracts on an ongoing basis in line with contract management best practice – ensuring that performance is monitored and managed and any issues identified and resolved in accordance with contract governance procedures/protocols

To manage the commercial and contractual interfaces between NS&I and all the relevant organisations in order to preserve and optimise NS&I's position/benefit

To ensure that all relevant B2B contracts have policies, procedures and guidance to enable best practice commercial and procurement activities to be applied and practised. Liaise with relevant stakeholders to obtain assurance that commercial policies, procedures and guidance comply with NS&I's strategy of acting as if we are an FSA compliant business.

To ensure that all relevant B2B contracts are compliant with regard to required commercial terms and conditions (inc staff vetting, training, handback and novation, security and data protection) and that all such terms are complied with.

To ensure that all relevant B2B contracts have factored in appropriate provisions for the re-tendering of the NS&I/Atos Agreement

Relationships

Please list the jobs and areas with which the post interacts. This should show internal and external relationships.

Internal	External
Partnership Director Assistant Director, Commercial Assurance Head of Change Delivery and team Finance team Operations Assurance Management Compliance team ExCo Risk and Security team Re-tendering team Internal Audit	Atos Commercial team Atos Finance team Atos Change team Atos Operations team HMT B2B Client Contracts and Management teams B2B Client Delivery Management teams Cabinet Office OGC External Auditors NAO Legal advisers – TSol/TLA and FF

Person specification

Essential qualifications, experience and technical knowledge

Essential experience

- Substantial contract and commercial management experience, preferably with experience of long term partnerships or outsourced contracts ideally in the financial sector
- Experience of managing the commercial and contractual interfaces between supplier and customer organisations
- Experience of managing ongoing service delivery on key commercial contracts

Essential technical knowledge and skills

- Excellent interpersonal, communication and negotiation skills
- Financial analysis and evaluation capability
- Contract drafting experience and legislative knowledge
- Excellent understanding of EU procurement rules and procurement/contract management best practice
- Demonstrable ability to negotiate commercial agreements on complex service delivery contracts and to manage the interfaces between numerous organisations

- Ability to identify contractual risk and to recommend appropriate contractual safeguards

Desirable qualifications, experience and technical knowledge / skills

- Chartered Institute of Purchasing and Supply post grad diploma or similar professional qualification
- Strong written and contract drafting skills
- Ability to operate effectively in a multi stakeholder environment
- Understanding of risk and accountabilities as they apply to Government departments

Civil Service Success Profiles behaviours – Level 4

At recruitment, we will select against the following Behaviours

- **Making Effective Decisions**
- **Communicating and Influencing**
- **Working Together**
- **Managing a Quality Service**

Seeing the Big Picture

Develop and maintain an understanding of economic, social, political, environmental and technological developments to ensure activity is relevant. Ensure plans and activities in your area of work reflect wider strategic priorities and communicate effectively with senior leaders to influence future strategies. Adopt a government wide perspective to ensure alignment of activity and policy. Bring together views, perspectives and diverse needs of stakeholders to gain a broader understanding of the issues surrounding policies and activities.

Changing and Improving

Encourage, recognise and share innovative ideas from a diverse range of colleagues and stakeholders. Give people space to take initiative and praise them for their creativity. Create an environment where people feel safe to challenge and know their voice will be heard. Make changes which add value and clearly articulate how changes will benefit the business. Understand and identify the role of technology in public service delivery and policy implementation. Consider the full impact of implementing changes on culture, structure, morale and the impacts on the diverse range of end users, including accessibility needs. Identify early signs that things are going wrong and respond promptly. Provide constructive challenge to senior management on change proposals.

Making Effective Decisions

Clarify your own understanding and stakeholder needs and expectations, before making decisions. Ensure decision making happens at the right level, not allowing unnecessary bureaucracy to hinder delivery. Encourage both innovative suggestions and challenge from others, to inform decision making. Analyse and accurately interpret data from various sources to support decisions. Find the best option by identifying positives, negatives, risks and implications. Present reasonable conclusions from a wide range of complex and sometimes incomplete evidence. Make decisions confidently even when details are unclear or if they prove to be unpopular.

Leadership

Promote diversity, inclusion and equality of opportunity, respecting difference and external experience. Welcome and respond to views and challenges from others, despite any conflicting pressures to ignore or give in to them. Stand by, promote or defend own and team's actions and decisions where needed. Seek out shared interests beyond own area of responsibility, understanding the extent of the impact actions have on the organisation. Inspire

and motivate teams to be fully engaged in their work and dedicated to their role.

Communicating and Influencing

Communicate with others in a clear, honest and enthusiastic way in order to build trust. Explain complex issues in a way that is easy to understand. Take into account people's individual needs. Deliver difficult messages with clarity and sensitivity, being persuasive when required. Consider the impact of the language used. Remain open-minded and impartial in discussions, whilst respecting the diverse interests and opinions of others. Introduce different methods for communication, including making the most of digital resources whilst getting value for money. Monitor the effectiveness of own and team communications and take action to improve where necessary.

Working Together

Actively build and maintain a network of colleagues and contacts to achieve progress on shared objectives. Challenge assumptions while being willing to compromise if beneficial to progress. Build strong interpersonal relationships and show genuine care for colleagues. Ensure consideration and support for the wellbeing of yourself and individuals throughout the team. Understand the varying needs of the team to ensure they are supported and their experiences are utilised. Create an inclusive working environment where all opinions and challenges are taken into account and bullying, harassment and discrimination are unacceptable. Remain available and approachable to all colleagues and be receptive to new ideas.

Developing Self and Others

Prioritise and role-model continuous self-learning and development. Identify areas individuals and teams need to develop in order to achieve future objectives. Support colleagues to take responsibility for their own learning and development. Ensure that development opportunities are available for all individuals regardless of their background or desire to achieve promotion. Ensure individuals take full advantage of learning and development opportunities available to them, including workplace based learning. Encourage discussions within and between teams to learn from each other's experiences and change organisational plans and processes accordingly.

Managing a Quality Service

Demonstrate positive customer service by understanding the complexity and diversity of customer needs and expectations. Deliver a high quality, efficient and cost effective service by considering a broad range of methods for delivery. Ensure full consideration of new technologies, accessibility and costings. Make clear, practical and manageable plans for service delivery. Ensure adherence to legal, regulatory and security requirements in service delivery. Proactively manage risks and identify solutions. Establish how the business area compares to industry best practice. Create regular opportunities for colleagues, stakeholders, delivery partners and customers to help improve the quality of service.

Delivering at Pace

Ensure everyone clearly understands and owns their roles, responsibilities and business priorities. Give honest, motivating and enthusiastic messages about priorities, objectives and expectations to get the best out of people. Comply with legal, regulatory and security requirements in service delivery. Set out clear processes and standards for managing performance at all levels. Ensure delivery of timely quality outcomes, through providing the right resources to do the job, reviewing and adjusting performance expectations and rewarding success. Maintain own levels of performance in challenging circumstances and encourage others to do the same.