



Contracts Manager 099055

Job Pack May 2022



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Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

Jacqui Hepburn
Director of Workforce, NHS 24

Reference Material

You can find more information about NHS 24 and our services by copying and pasting the below links into a search engine:

<https://www.nhs24.scot/>

<https://www.nhs24.scot/our-services/>

<https://www.nhs24.scot/about-nhs-24/>

Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

Delivery of safe, effective and person centred care to the people of Scotland is the absolute priority for NHS 24. Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a 'Once for Scotland' basis to complement the face to face delivery of NHS Scotland's health and care services. Key services include the telephone triage service 111, our national health and care information service NHS inform, the Mental Health Hub, Breathing Space, Care Information Scotland and, more recently, providing an Urgent Care support service to the citizens of Scotland.

Our services are delivered by multi-disciplinary teams, which include a range of clinical and non-clinical skills sets, including nurses, pharmacists, physiotherapists, call handlers (all operate under clinical supervision), health information advisors and mental health counsellors.

As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective digital and telephone based-health and care services.

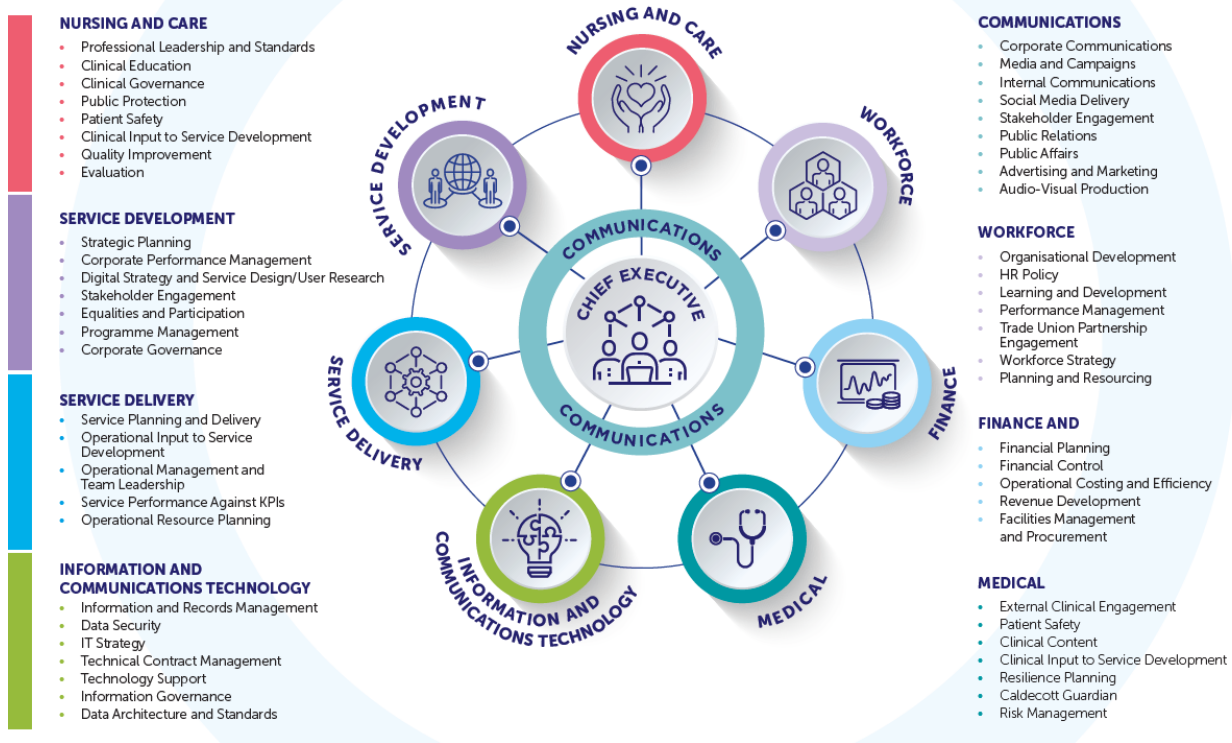
For example:

- NHS 24 is the national provider of a range of digital and telephone services including 111, NHS inform and Breathing Space.
- Working with partners across the health and care sector, NHS 24 provides health and social care information and access to urgent and out of hours care for people across Scotland via a range of channels including telephone, website and webchat.
- In response to COVID-19, NHS 24 has utilised its national telephony and digital capability to support a national 24/7 COVID-19 pathway, provided through a 24/7 111 service that focuses on COVID patients only in the in hours period and supported by a non-clinical special 0800 helpline and the use of digital assets including NHS inform.
- In the first 11 months of 2019/20 (excluding March 2020 COVID-19 related activity), NHS 24 recorded a call demand of 1.4m calls to 111. In the same period, demand to the new Mental Health Hub service, accessed via 111, was 22,653.
- Throughout 2019/20, visits to NHS inform online averaged 4.4 million per month, however this has grown rapidly during the pandemic to over 2 million visits per week.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.

Our Structure



Organisation Structure



Information Communications and Technology

NHS 24 Information Communications and Technology (ICT) is responsible for delivering and supporting the technology systems used across the organisation some of which integrate with our partners enabling NHS 24 to provide quality health advice and care across Scotland.

The purpose of ICT is to add value to the business using technology. The principal objectives are to:

- Align IT services with the current and future needs of the business and our Patients
- Improve the quality of the ICT Services delivered
- Reduce the long term cost of service provision
- Manage the effective and efficient deployment and support our systems via our main suppliers ensuring they are fit for purpose, reliable and robust
- Assist in managing organisational risk
- Align the ICT strategy with national standards.

ICT systems development and support is not a core competence within NHS 24 the strategy is to work with partners as much as possible whilst retaining a core group of ICT professionals who will define and control the various managed services.

The Technology operation within NHS 24 is key to support not only the current business operations, but also to enable expansion into other value-add service areas for the future enhancement of the organisation.

Our Centres

We have six regional centres, three in the West, two in the East and one in the North of Scotland. We also have several local centres.

This post will be based at our West Regional Centre - Cardonald.

Cardonald Regional Centre

Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB



The surrounding area benefits from exceptional public transport links, many of which directly serve Cardonald Park.

Cardonald has a dedicated railway station which is approximately a 10 minutes' walk from Caledonia House, providing regular services to Glasgow Central Railway Station, (7 minutes) and Paisley Gilmour Street Station (8 minutes) at 30 minute intervals.

There are numerous bus routes nearby which link Cardonald to Hillington, Braehead and Paisley as well as a number of the services linking direct to Glasgow city centre.

- Braehead Shopping Centre 5 mins
- Glasgow City Centre 8 mins
- Glasgow International Airport 10 mins
- Glasgow's West End 15 mins
- Edinburgh 60 mins

The Role –

Contracts Manager

You will strategically manage the contracted external suppliers who provide the support & maintenance for NHS 24's network, applications and systems, by working with internal NHS 24 technical experts to ensure that the services are deployed effectively and supportive of new and emerging business requirements.

You will act as the lead organisational contact for third party suppliers in relation to contractual and related commercial issues.

You will be accountable for the management and integrity of all contracts related to supporting technology systems used across the organisation.

Skills

Strong experience in supplier relationship management, maintaining and developing an open and constructive relationship.

Strong Contract & Supplier Management experience and knowledge in IT categories

Experienced in procuring software and services, including cloud-based products.

Ability to manage a number of supplier contracts at any one time.

Experience of negotiation and contract award in relation to IT and software.

To use contracts innovatively to deliver service improvements, integration and assist with driving change.

Perform risk management by identifying and controlling factors that may have an impact on fulfilment of the contract/s.

Work flexibly across a broad range of contracts, and work streams ensuring that the contract, governance, finance, and service requirements are aligned.

Take delivery responsibility for contract development, monitoring and management, working with other team members for an agreed portfolio of contracts and programmes and have the ability to explain commercial aspects of contracts to non-commercial professionals.

Qualifications

You are expected to be educated to degree level in an appropriate area.

Working patterns

37.5 hours, Monday to Friday covering 09:00 to 17:00

This Opportunity

Job Reference:	099055
Position Title:	Contracts Manager
Hours:	37.5 hours
Location:	West Regional Centre - Cardonald
Band:	Band 8A
Job Type:	Permanent
Salary:	£50,470 - £54,482 per annum (pro rata) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

WHO ARE YOU?

You will be an enthusiastic, focused, professional individual with exceptional talent and experience to deliver effective and efficient contract management across the NHS24 estate.

You will be a strong relationship builder, negotiator and be able to demonstrate this experience of delivery across private and public sector contracts.

You will have significant experience of managing Managed Service and IT contracts.

Excellent written and verbal communication skills when dealing with highly complex and sensitive information to a wide range of stakeholders across organisational boundaries.

Sound judgement and decision making involving highly complex facts or situations.

Excellent organisational skills. Able to manage complex workloads, multi task in complex and sensitive environments.

Excellent planning skills.

The ability to work well under pressure, prioritise workload and meet deadlines.

Demonstrably worked within successful and motivated teams.

Candidates from a legal or commercial background will be considered as well as experienced Contract /Procurement management professionals.

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at our Cardonald Centre. The location and address of this centre is included within this pack.

The 37.5 hours per week post will involve mainly working Monday – Friday.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 8A £50,470 - £54,482 (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays (if applicable)
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

INTERESTED?

For an informal discussion around this role please contact Frank Kane, Head of ICT Operations at: Frank.Kane@nhs24.scot.nhs.uk

Job Description

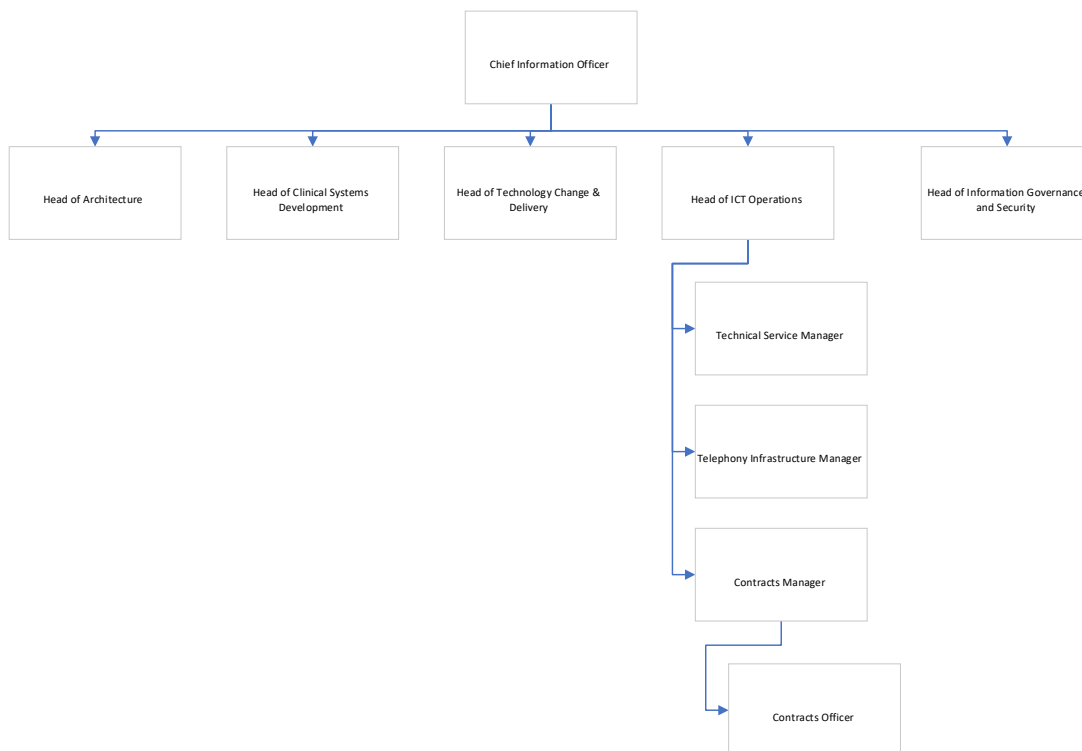
Job Title:	Contracts Manager
Reporting To:	Head of ICT Operations
Department(s)/Location:	ICT Operations/Lightyear

1. JOB PURPOSE

The Contracts Manager will be responsible for the contracts that NHS 24 is negotiating and entering. This includes the development and management of all NHS 24 contracts, negotiating the terms and conditions of contracts, ensuring compliance, as well as documenting and agreeing on any changes or amendments that may arise during the contract implementation and execution.

The Contracts Manager is the first point of contact for suppliers and Central Legal Office (CLO) in relation to contracts, who as the subject matter expert will act as the organisations lead on the management of contracts, ensuring that all issues are effectively addressed and managed.

2. ORGANISATIONAL POSITION



3. SCOPE & RANGE

NHS 24 provides the population of Scotland with access to clinical assessment, healthcare advice and information and aims to ensure that those contacting NHS 24 are given the assistance and advice they require in order to meet their health needs via the omni channel access. NHS 24 mental health services receive calls 24 hours a day and 7 days a week. NHS 24 provides the population of Scotland with access to clinical assessment, healthcare advice and information and aims to ensure that those contacting NHS 24 are given the assistance and advice they require in order to meet their health needs via the omni channel access. NHS 24 mental health services receive calls 24 hours a day and 7 days a week.

The post holder will act as a delegated authority for the Head of ICT Operations, deputising for him as and when required reporting directly to the Chief Information Officer dealing with all escalations and authoritative decision making for supplier issues.

The post holder will represent NHS 24 as part of any national procurements and established contractual arrangements (i.e. Vodafone 111, Office 365) and attend all relevant national meetings.

The post holder will have management responsibility for the Contracts Officer within the ICT Directorate.

4. MAIN DUTIES/RESPONSIBILITIES

Supplier Management

The post holder will be responsible for leading on supplier contract management within NHS 24 managing our supplier's current contracts and related commercial administration, including estimating, cost control and budget and cost to complete reporting.

The post holder, as the lead expert in ICT contracts, will work closely with key stakeholders from across the ICT Directorate, Finance and Procurement to develop and manage existing supplier relationships, delivery against KPI's and pro-actively manage the services for NHS 24.

Provide contract management for a portfolio of contracts across the NHS 24 service. These contracts include large, long term, complex contracts, licencing costs and compliance, development contracts with additional third parties, drafting and agreeing Contract Change Requests (CCRs) and larger Contract Change Notes (CCNs). These cover the business as usual managed service contracts and all the new development and change. Annually, this is well in excess of £6 million.

Develop and deliver contract life cycle management, systematically and efficiently managing contract creation, execution and critical analysis for maximising operational and financial performance and minimising risk by ensuring accurate delivery of service an accordance to contractual SLAs and all renewal certifications are applied in a timely manner to ensure no downtime and full legal and regulatory compliance.

The post holder is accountable for the commercial management of all ICT related contracts including procurement, contract negotiation, valuation, and settlement of final accounts, providing expert advice. This post will be a signatory for contracts, CCRs and CCNs up to the level of designated authority.

Manage the supply chain ensuring effective contract management is in place ensuring that good supply chain/service delivery management is implemented over the duration of the contract.

Responsible for dealing with highly complex commercial issues as they arise and leading commercial engagement in any disputes raised. Responding to, supporting or escalating queries regarding contract interpretation. Escalation will be through the directorate reporting and also to CLO.

The post holder will be required to negotiate and resolve contentious issues with the suppliers and managing the expectation of internal NHS 24 colleagues about what services should be provided by the supplier.

Develop and apply analytical approaches and best practices in the formulation of solutions and implementation of contracts.

Strategic Planning

As the lead expert in contract management the post holder will be a key contributor in the development and implementation of the NHS 24 Contract Management strategy with the objective of ensuring the organisation receives the best value in delivery of products and services from third parties

Prepare and introduce contracting strategy for NHS 24, maximising alignment between organisational goals and the contracting strategies used.

Financial Management

Ensure value for money with key emphasis on service quality and cost. All costs associated with the contract must be taken into consideration, including set up costs, recurring costs, fixed costs, unit costs and NHS 24s own overheads in managing the contract.

Assess, enhance, and control supplier change control note costs across all works and ensure robust, accurate and standardised reporting back into the business to help monitor commercial risk and cost per premise.

Whilst the post holder has no discretionary budget allocation, the contractual budget oversight for NHS 24 is in excess of £6 million for Business as Usual and £12 million for the CONNECT Programme. The post holder has responsibility to ensure spend is contained within the agreed contractual arrangements and that any incremental, annual inflation based costs are in accordance with the contractual agreement and managed through with CLO and Finance.

All contracts for NHS 24 will be managed by the Contracts Manager.

All procurement tendering will be managed by the Contracts Manager.

Line Management

The post holder has overall responsibility for the recruitment, training, objective setting and disciplinary procedures for their direct reports and will manage all staff appraisals, personal development plans, attendance management and return to work interviews.

To manage, motivate and develop staff to ensure that they are able to deliver the responsibilities of the NHS.

Reporting

Oversee the production of timely and accurate monthly costs & quarterly reports and cash flow information. The post holder is responsible for the highly complex statistical analysis and generation of these reports which inform part of the ICT Directorate Performance Report and also submitted to Finance for monthly and quarterly review to determine compliance with billing and projected payment profile for regular fees and for CRN and CCN additional costs.

To use contracts innovatively to deliver service improvements, integration and assist with driving change.

Customer Service and Performance Management

Responsible for the creation, implementation and management of the identification, proposal, evaluation, and contract development processes.

Accountable for establishing a process to monitor supplier performance, including intervention when performance falls below an acceptable threshold.

Responsible for conducting complex audits to ensure contractual adherence and putting in place controls to ensure payments are both within budget and invoicing is accurate e.g. governance around overbilling.

Providing expert guidance and support to the ICT Directorate with the defining and establishment of contractual service delivery targets and service level agreements. The post holder will be responsible for developing service metrics and measuring performance against targets and SLAs.

Responsible for the interpretation of performance against service delivery targets, whilst in turn generating and implementing service improvement plans, taking into consideration cost.

Influence all projects and programmes from the outset with respect service levels and contractual arrangements

Participate in regular Supplier reviews to ensure that the requirements of the organisation are maintained by our suppliers.

Working with all suppliers to identify and develop mutually beneficial performance improvement opportunities from an IT Infrastructure aspect, development of monthly KPI status reporting.

Policy and Service Development

Responsible for establishing and reviewing contract processes including the proposals, negotiation, execution, and renewal processes with third party suppliers, and drive continuous improvement to streamline contracting process cycle times

Ensure continuous service improvement that delivers high quality services which meet required standards of practice and governance.

Responsible for interpreting guidance from legislative, regulatory and external National Policies with which NHS 24 must comply with in regard to Contract/Supplier Management and procurement legislation.

The post holder will have ultimate responsibility for the development and implementation of policies, procedures, and contractual processes in conjunction with senior colleagues in ICT, Finance and Procurement

Proactively assess and review changes in procurement rules

5. SYSTEMS & EQUIPMENT

The Contracts Manager will use the following systems and processes as part of their role:

- PECOS Approval eProcurement System
- Purchase Ledger System
- Change Control Process
- Contracts Database the post holder is the product owner of the database including updating the database, advanced keyboard skills and accuracy is critical, auditing and reporting.
- Microsoft Office Products
- Business Objects/Google analytics for the interpretation and manipulation of data e.g. financial data.
- Data and information Business Intelligence suite

6. DECISIONS & JUDGEMENTS

The post holder is directly accountable to the Head of ICT Operations who will, on an annual basis, set objectives for the post holder.

As a lead expert for NHS 24 in contract management, the post holder will be expected to function autonomously at all times advising NHS 24 of procurement process, protocols and contractual adherence. This means that the post holder will be accountable for interpreting national legislation and ensuring organisational compliance.

This role has responsibility for all contracts across all directorates within the organisation.

Responsible for advising and engaging with external suppliers in relation to the resolution of highly complex technical issues or implementation of new services and products. This is in terms of the terms of current and proposed contractual arrangements.

Provide advice to the ICT Directorate and other departments across the NHS 24 Organisation on related Supplier technology products and services.

Provide contracted Supplier support to the ICT Directorate, which helps to inform their decision making when dealing with any supplier related contractual issues. Full compliance and contract adherence is monitored by the post holder and all non-adherences or missed contract SLAs etc. Any contractual failings or breaches will be identified and managed by the Contracts Manager which may include invoking penalties against suppliers and further engagement with CLO.

Act and represent NHS 24 as in-house subject matter expert in all matters relating to Supplier Management.

7. COMMUNICATIONS & RELATIONSHIPS

Excellent communication skills are required, as a major purpose of the post holder will be required to negotiate and influence other senior managers up to Executive Level in NHS 24 where there may be conflicting views.

The post holder is expected to communicate supplier contractual information regarding to NHS 24 to non-subject matter experts so is required to have excellent presentation skills and to be able to express a view convincingly and coherently.

The post holder must have a high degree of professional and personal credibility coupled with very highly developed communication and interpersonal skills that will enable them to develop and sustain positive and proactive working relationships with Executives, directors and senior management across NHS 24 and its stakeholders and thereby to direct and shape NHS 24 service delivery to meet public and partner need.

The post holder has a key role in influencing internal colleagues at all levels to the benefits of the Engagement and Insights approach to their service.

The post holder may be required to engage directly with NHS Boards and other stakeholders from across the wider Public Sector concerning the user requirements and communicate these back to NHS 24 Directors, senior managers and clinicians in a manner which persuades them to review and, as necessary, alter service provision. This will require highly developed communication and interpersonal skills.

The post holder will be involved in negotiating in extremely sensitive and contentious situations where there may be competing management priorities and distinct differences in opinion amongst professionals due to, for example, resistance to public and partner requirements, disagreement about contractual supplier contracts, lack of consensus over priorities and competing service demands etc.

The role will require the post holder to provide high quality written and verbal briefings and to facilitate presentations in relation to NHS 24 and its services to a range of internal, external suppliers and internal Senior Management Team Meetings. This will include communicating decisions and other key information that may be unwelcome and met with resistance.

The post holder will be required to provide and receive highly complex data and information to and from a wide range of internal staff and external agencies, ensuring highly effective

Internal Stakeholder Engagement

Head of ICT Operations
Heads of Department within ICT
Finance Director
Deputy Director Finance
Senior Managers across Directorates

External Stakeholder Engagement

All current and future suppliers
Head of Procurement SAS
Central Legal Office
National Programme Directors

• PHYSICAL DEMANDS OF THE JOB

Physical Effort

- Daily requirement for desk work with prolonged concentrated periods
- Frequently required to use keyboard/VDU often for prolonged periods (e.g. when producing urgent documents/business cases, analysing complex information)
- Requirement to attend meetings at a senior level throughout Scotland
- Requirement for travel to different sites within NHS 24

Mental Effort

- Working within an open plan office, the post holder will be required to frequently maintain prolonged levels of concentration and decision making e.g. for producing development plans, report writing, analysis of complex data/information received whilst being subject to frequent interruptions
- Significant communication by mobile phone/email
- Frequent expectation of interruption to daily tasks
- Frequent requirement to work to demanding timescales

Emotional Effort

- The post holder is responsible for updating the Head of ICT Operations where appropriate with unwelcome news e.g. where strategic targets have not been met, or where successful delivery is threatened
- Demands of prioritising challenging workload
- Exposure to critical and challenging opinions may be frequent

Working Conditions

- As NHS 24 is a 24 hour organisation, the role may occasionally necessitate evening or weekend working in order to be able to respond to unexpected or unplanned events.
- Some requirement to travel by road and public transport between NHS 24 sites, and throughout Scotland, particularly to other Health Boards, Local Authorities and strategic partners locations

8. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Maintaining full management of the contract life-cycle on multiple contracts simultaneously
Identifying all the key individuals likely to be needed for a particular contract, promoting a collaborative work approach and reaching consensus on what has to be done and why

Understanding the detail of supplier performance and maintaining a contracts register and KPI records in a timely manner.

Ensuring that value delivery starts in pre-procurement with a full and comprehensive scope of work and follow through the entire pre and post award process.

Having strong attention to detail and understanding of all technical and commercial contractual provisions.

Maximising alignment between organisational goals and the contracting strategies used.

9. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

Qualifications

Educated to master's degree Level in or equivalent with demonstrable industry experience in the field of Public Sector Contracts and Contract Management.

Experience

Additional proven knowledge and experience of contract management within the NHS or healthcare sector, including experience of dealing with the NHS Standard Contract and/or applying legislation/policies affecting contracts.

Significant experience of managing complex technical hardware and software supplier contracts.

Significant experience in procurement processes and best practices.

Experience of you will be a strong relationship builder and be able to demonstrate this experience of delivery across the public sector contracts.

Experience of creating performance reports for internal and external stakeholders.

Proven track record in delivering excellent pre and post award contract management under all conditions and a strong desire to succeed.

Understanding of the current NHS procurement guidelines and frameworks.

Skills

- Excellent high level verbal and written communication skills, including the ability to simplify and communicate complexity
- Highly developed influencing, negotiating and facilitation skills

Recruitment Process

The NHS Scotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

Application Shortlisting – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.

Psychometric Testing – candidates whose application passes shortlisting will be invited to complete a psychometric test via an external resource.

Interview / Assessment – these competency-based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business via email at: recruitment24@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Wednesday 8th June, 2022**.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

*Candidates submitted via Recruitment Agencies will not be considered for this post.