

Job title	Tender & Contract Support Manager (p/t – 24 hours worked over 3 days per week)
Department	Mental Health & Learning Disabilities Business Development – also linked on a day-to-day basis with Public Health and Substance Misuse Business Development
Reports to	Head of MHL Business Development
Grade	4
Location	Home Based or Office Based in London or Manchester

Job purpose	<p>Work across Mental Health & Learning Disabilities (MHL) & also Public Health & Substance Misuse (PHSM) business development activities to deliver support to tendering & contracting activities.</p> <p>The post holder will have shared objectives across MHL & PHSM. There will also be work undertaken that is unique to each business stream. For that reason the post holder will be deployed & supported in a vertical line management arrangement by the Head of MHL Business Development; & will have accountabilities for task completion & performance to the equivalent role in PHSM</p> <p>Drive contract analysis, agreement, intelligence & key actions. Support two busy teams in open market tender & proactive bid activity. Assist with contract delivery through administrative support for occupancy (voids) management.</p>
Key accountabilities	<p><u>Team Management</u></p> <ul style="list-style-type: none"> • Line manage a team of Growth Support Coordinators <ul style="list-style-type: none"> ○ Supervise & support the team to deliver key performance objectives ○ Prioritise tasks & ensure adequate resource allocation ○ Develop skills & knowledge across the team • Assist in the development, coordination & evolution of shared processes & process tools across MHL & PHSM business development activities. <p>The following tasks are completed directly by the Growth Support & Contract Manager or by allocation of work to Growth Support & Contract Coordinators</p> <p><u>Contract Management</u></p> <ul style="list-style-type: none"> • Read & analyse all new contracts pre-bid submission <ul style="list-style-type: none"> ○ Work within the prevailing governance process for bid management ○ Liaise with bid management leads to coordinate & communicate activities ○ Participate in bid progression meetings ○ Check contract document for variants to BAU & standard clauses ○ Liaise with internal teams & business partners to discuss variant clauses ○ Agree & raise clarifications to commissioners ○ Communicate proposed, agreed & outstanding clauses with internal teams & business partners ○ Complete & update filters with risks, actions, solutions & risk scores ○ Inform bid & no bid decisions ○ Maintain a log of all completed & outstanding contract clarification & negotiation requirements ○ Inform submission cover letters & submitted contract-related statements • Read & validate all new contracts post-award <ul style="list-style-type: none"> ○ Work within the prevailing governance process for bid management ○ Ensure implementation leads are updated on progress to sign the contract ○ Compare post-award contract document to the pre-submission document,

	<ul style="list-style-type: none"> ○ & against all clarified changes & open negotiations ○ Identify variants to pre-submission document & pick up on open negotiation points ○ Liaise with internal teams & business partners ○ Raise further points of clarification, correction & negotiation ○ Agree final positions with internal teams & business partners ○ Complete checklist to confirm internal agreement to sign <ul style="list-style-type: none"> • Manage the contract signing & recording process <ul style="list-style-type: none"> ○ Complete the inter-company agreement document ○ Achieve appropriate contract signatures from authorised personnel ○ Submit signed contract to commissioners ○ Complete a contract summary ○ Chase, receive & store final signed contract documents ○ Store on the contract database & send a copy to the Contract Manager <ul style="list-style-type: none"> • Receive & manage contract variations & extensions <ul style="list-style-type: none"> ○ Check these align to parent contract terms ○ Liaise with internal teams & business partners to check acceptability ○ Liaise with commissioner for clarifications, corrections & negotiations ○ Communicate acceptance of variations & extensions to the commissioner ○ Ensure appropriate signing & storage of variation & extension documents ○ Send a copy of signed variations & extensions to the Contract Manager ○ Update the contract database <ul style="list-style-type: none"> • Prove a single point of reference to the business for contract information <ul style="list-style-type: none"> ○ Maintain the contract database ○ Record core contract data & future contract management trigger dates ○ Be the reference point for contract information & documentation ○ Become an informed person to advise on interpretation of contract clauses ○ Inform contract discussions, negotiations & termination processes ○ Receive & store performance information on the contract database ○ Maintain national contract overview for PHSM Team – tracking current contract holders & retender dates <p><u>Growth Support</u></p> <ul style="list-style-type: none"> • Bids <ul style="list-style-type: none"> ○ Monitor the Bids & Tenders inbox & deal with all communications ○ Ensure bid opportunities are identified from procurement portals ○ Send opportunities to appropriate business streams for consideration ○ Submit Expressions of Interest ○ Manage submission, receipt & sharing of clarification questions & answers ○ Receive & store ITT documentation ○ Complete qualification questionnaires ○ Submit bids through portals ○ Receive outcome notices & communicate to the Head of Service. ○ Maintain a record of bid activity on Oracle Sales Cloud or similar ○ Assist in the production of standard performance reporting <p><u>Occupancy Management</u></p> <ul style="list-style-type: none"> • Deliver & further develop the Single Point of Contact service for the notification & administration of property voids. <ul style="list-style-type: none"> ○ Monitor the Occupancy Management inbox & deal with all communication ○ Track procedure activities in the Occupancy Management Process using the
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	Occupancy Management Database (held on Excel) <ul style="list-style-type: none"> ○ Chase down outstanding actions & information as required ○ Set up & administer Focus Groups to tackle hard to fill voids ○ Maintain property listings on our & 3rd party websites ○ Communicate requests, submissions & outcomes to relevant stakeholders ○ Maintain information on the Occupancy Management microsite ○ Assist in new staff induction to the Occupancy Management Procedure ○ Further develop induction materials & process documentation ○ Assist in the production of standard reporting
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Dimensions	Direct reports	<ul style="list-style-type: none"> • 2 direct reports but this may increase • Provide leadership in key stages of proposal preparation & generation.
	Total staff overseen	<ul style="list-style-type: none"> • 2 direct reports + project task management
	Internal contacts	<ul style="list-style-type: none"> • Heads of Operations & Central Support
	External contacts	<ul style="list-style-type: none"> • Commissioners, legal advisers, referral contacts
	Planning horizon	<ul style="list-style-type: none"> • 0-36 months & could involve a longer timeframe for strategic development & reporting
	Problems solved	<ul style="list-style-type: none"> • Contract analysis & negotiations • Solution finding within bid & contract contexts
	Financial authority	<ul style="list-style-type: none"> • None • Follows financial rules in all activities

PERSON SPECIFICATION

Qualifications & Experience <i>E = Essential</i> <i>D = Desirable</i>	<ul style="list-style-type: none"> • Managed a team to deliver output to challenging deadlines (E) • Worked in a sales or sales support environment (E) • Analysed, interpreted & negotiated technical documents (E) • Liaised extensively with internal & external stakeholders (E) • Degree level qualification or relevant work-based qualification (D) • Worked on or supported competitive bids & tenders (D) • Worked in health, housing or social care (D) • Experienced in supporting more than one team or manager (D)
Knowledge <i>E = Essential</i> <i>D = Desirable</i>	<ul style="list-style-type: none"> • Staff management & team leadership (E) • Supply contract or sales contract standard terminology (E) • Excel database construction & maintenance (E) • Procurement regulations & / or end-to-end bid process (D) • Risk assessment & management (D)
Skills <i>E = Essential</i>	<ul style="list-style-type: none"> • Comfortable working with Directors & Heads of Service / Senior Manager Level (internal colleagues & external customers) (E) • Verbal communication including persuasion & negotiation (E)

D = Desirable	<ul style="list-style-type: none"> • Concise & precise written communication (E) • Listening, responding, not afraid to ask questions (E) • Attention to detail (E) • Proofreading (E) • Organised & able to prioritise (E) • See tasks through from initiation to completion (E) • Objective analysis & review to drive continuous improvement (E) • Creative writing (D) • Desktop research skills (D) • Manage complex, multi-work stream opportunities (D)
Essential Personal Qualities	<ul style="list-style-type: none"> • Confident, energetic & self-assured being willing to use own initiative • Contribute to discussion & ask questions; share ideas & be an enabler of continuous improvement • Respect collective & individual team members • Proactively engage with colleagues outside of the Business Development Team, establishing & nurturing professional relationships • Being engaged with the needs of people that we support & champion their best interests at all times • Proactively seek ways to include people we support in your work • Passionate about delivering 'Inspired by Possibility' & Turning Point values • Motivated & determined to achieve & exceed targets • Resilient, willing & able to derive learning from success & failure alike. Likes to celebrate success • Flexible around working hours to deliver to project deadlines • Willing & able to undertake business travel including occasional overnight stays • Committed to sharing ideas, solutions & working with stakeholders to identify & overcome challenges • Committed to personal learning & continuous development • Championing of diversity, equality & inclusion • Standard bearer for quality of output & ethical practice