



## ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

### **Corporate Contracts Manager**

**Directorate: Corporate and Commercial**

**Permanent role, based in Kingston**

**Grade J**

### **Context**

#### **Why Kingston?**

This special place in South West London between the capital and the country has been a Royal Borough longer than anywhere else - it is where the first Kings of England were crowned. Kingston is set to be one of the fastest growing parts of London; and with the arrival of new infrastructure such as Crossrail 2, as well as its award winning Go Cycle scheme is at the forefront of the changing face of our City's transport.

So Kingston is changing with new commercial and residential developments, not just in Kingston Town Centre but in all parts of the Borough; in Surbiton, New Malden, Tolworth and Chessington in the rural south of the Borough. Kingston is a great environment. Kingston itself which has the River, the historic market place and Church, parks and gardens but in all its town centres has something unique to offer.

Kingston's people are well educated, innovative and entrepreneurial; the Borough has been home to great industry and creativity for many years; reflected in assets such as the Rose Theatre, the International Youth Arts Festival, and Kingston University; which boasts the more new graduate business start ups than any other.

The communities of the Borough are in the most part strong, healthy and prosperous. That said, there are people who rely on the Council and other public services to enable them to reach their potential. Like most places, our population is ageing and more people are living longer and so some people need more support to stay independent, safe and well. Kingston is a diverse Borough, not just because of this range of need, but because it is home to people from diverse and interesting cultures and backgrounds. Kingston has a large Sri Lankan Tamil community and is home to more people from Korea than any other part of the UK.



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### **Our Ambition**

Kingston is a successful place because throughout its history it has adapted and changed. It has built on its past by embracing the future. The Council wants to continue that journey and has identified the outcomes it wants to strive for with its communities:

- People achieve wellbeing independence and healthy lives
- People prosper and reach their full potential
- A safe and resilient community where everyone is welcome and which supports the most vulnerable
- A network of engaged communities where everyone has a voice and does their bit
- A borough that embraces growth and attracts investment for a stronger and more diverse economy
- A borough of choice and opportunity that has broken the mould to increase housing and jobs
- A sustainable borough with a diverse transport network and quality environment for all to enjoy
- A borough with an identify rich in history, heritage and creativity which drives its future

Kingston Council has an ambition to change its relationship with its communities; to be an Enabling Council. To do this it needs to reinvent itself and ensure that all its resources are used to best effect; rather than simply cutting costs and making savings - what might be termed “salami slicing”. To be successful it needs to transform itself into a high performing networked organisation with a highly constructive culture where people truly flourish and reach their full potential.

### **Our priorities and values**

The Council wants to change its relationship with our communities, our partners and the people we serve. This means:

- Enabling communities to do more for themselves
- Enabling people to be independent and be able to flourish
- Enabling good growth for businesses and our communities to thrive
- Enabling our staff to take decisions and be free of unnecessary bureaucracy
- Enabling us to use our resources and assets – human, physical and financial – to very best effect



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- Enabling through services that are 'publicly designed, not necessarily publicly delivered'

Becoming an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning these priorities are the following values:

### Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

### Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

### Smart:

- Commercial savvy and acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver 'best in class'/excellence

## Role purpose

If you join Kingston Council as Corporate Contracts Manager you will play a key role in achieving these ambitions.

This is a new role that has been established within the organisation to oversee the contract and performance management of a number of cross directorate services. The role reports to the Corporate Head - Contracts, working alongside other teams within the Contracts Service, in the Corporate & Commercial Directorate.

Corporate Contracts Manager will have five main areas of focus:



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- Establishing and embedding a performance monitoring system for a range of shared services including the South London Legal Partnership; South West London Audit Commission; and Shared Pension and Insurance Services
- Agreement and oversight of Kingston's Annual Plan for its Business Improvement District provider, Kingston First
- Review of Kingston's Ancient Market operating costs with options developed to improve efficiency (especially around waste collection, disposal and cleaning) in line with corporate priorities around waste reduction and air quality
- Recommissioning of the Council's fleet hire contract
- Responsibility for the management of allocated budgets.

We anticipate this role growing and changing over time, contributing to contract management and projects with a commercial focus across the department.

### **Key activities**

#### Leadership

- Provides effective project leadership to ensure that cross-cutting and service-related projects achieve desired outcomes
- Facilitates change and innovation, building a working culture that encourages innovative, smart and collaborative working

#### Commissioning and Performance Management

- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the Council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the contracts in line with demand
- Manages the performance of the contracts, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Ensures that the best use is made of the Council's resources to secure the best outcomes for residents within the resources available



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- Ensures that the best use is made of financial resources and achieves balanced budgets and income and savings targets, as required.

### Customers, Partners and Community

- Builds strong working partnerships across the public, private and voluntary sectors to enable the contracts to be delivered in an outcome-focused and efficient way
- Promotes community cohesion and Kingston's commitment to valuing diversity, ensuring the development and implementation of effective social inclusion is reflected across the contracts.

### Digital/New Ways of Working

- Continually looks for ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.
- Champions the use of new technologies, particularly Google, to enable modern working practices to thrive.

### Delivery

- Ensures that the Council maximises the value derived from partnership and contract management arrangements as required
- Continuously looks at how service within the contracts can be improved or flexed to make them more effective and deliver efficiency.
- Ensures all partners and providers deliver social value and wider outcomes for communities and neighbourhoods
- Ensures that there is effective planning, innovation and community involvement in re-commissioning activity of service areas (where applicable).

### Equality, Diversity & Inclusion

- Embeds issues relating to equity, equality diversity and inclusion into all aspects of professional and managerial role, including service delivery



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### The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Have exceptional project management skills, with a track record of delivery is essential,
- Display commercial confidence and the financial management skills to bring about demonstrable improvements in efficiency, value for money and income generation
- Be politically astute and able to build high levels of credibility and impact quickly, working within networks to delivering through and with others
- Have significant experience and a proven track record of achievement in leading and managing shared services and stand alone contracts.
- Work successfully with elected members, partners and key stakeholders including residents, businesses, communities, partner organisations and other public services
- Have a degree or equivalent professional qualification, preferably in a relevant discipline
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate a high level of innovation and creativity.

### Our leadership competencies

#### Leadership

- Inspire a sense of purpose and direction to achieve the successful delivery of outcomes for the Kingston community
- Track record of successful contract management
- Ability to demonstrate successful leadership experience and positive outcomes at a senior strategic level within an organisation of similar complexity

#### Partnering for Excellence

- Proven ability in brokering and leading complex, high level partnerships
- Proven ability to deliver transformational change and achieve improved outcomes through public or private sector partnerships
- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for Kingston Council and the Kingston community

#### Communication and Influencing



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- Demonstrate the sensitivities at operating in a political environment, balancing policy with local needs
- Experience of working successfully with elected Members and navigating a complex political landscape at a sub-regional level
- An ability to understand and respond to the complex, evolving economic and social environment within which Kingston Council operates

### **Putting the Customer First**

- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of Council business

### **Being the Best**

- Provide the freedom and support to improve the performance of Kingston by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions