



Title – National Contract Manager for Language Services

Version –1 Date – 5th August 2019

Post Number:	AB117
Grade /Scale:	PO35 (£35,481 - £38,619)
Weekly Hours:	37
Department:	Procurement & Support Services
Status:	Established
Responsible To:	Head of Procurement & Support Services
Responsible for:	None
Location Work base:	Flexible UK
Job Role /Purpose:	Manage the Category of Language Services within the UK Police Service.
Contacts:	UK Police Forces, Suppliers, Industry representative bodies
Equality and Diversity	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

1. To have Chartered Institute of Purchasing and Supply Diploma full corporate membership (MCIPS), Level 6 Graduate Diploma

or equivalent experience which will include:

2. Have the ability to take the Lead and develop both Procurement projects and user departments within contract management, supplier development and category management, demonstrative experience of successful leadership and development of people in a challenging and changing environment, prioritise work and use own initiative.

Work Experience:

To demonstrate by example:

3. Demonstrate the ability to set strategic plans, improve service standards with both internal

customers, suppliers and other agencies to seek service improvement and development.

4. Set and manage governance arrangements with service providers in a complex working environment, develop the category with regional Forces and with national Police and external agencies.

Personal / Interpersonal Skills, Aptitudes:

Demonstrate the ability to:

1. Have high standards of written and verbal communication skills and be able to present work in a credible and authoritative manner to internal and external stakeholders up to Chief Officer level and with national Police and external agencies.
2. Have a high level of understanding of diversity issues. Knowledge of the Equality Act 2010. Demonstrate experience of delivering improvement plans and enshrining Diversity and inclusion policies/process into contract management and supplier development.
3. Have substantial experience of managing service level agreements and have an extensive knowledge and experience of formal contractual arrangements for services. Delivering effective project and contract management in a complex environment including delivering successful outcomes.
4. Have excellent communication skills, both verbal and written including chairing regional and national meetings and construct reports and management action plans which will be reported at National level. Demonstrate the ability to influence people at all levels in complex situations that will require the ability to negotiate and shape national Policy and process.
5. Lead on Procurement category management at a National level. This will include managing E.U. Procurement processes, negotiation, delivering national Action plans and managing suppliers on National issues and working collaboratively with organisations to deliver improvement and to manage strategic Procurement issues.

Special Skills

6. Have a working knowledge of the Data Protection Act, General Data Protection Regulation, and Information Security requirements within a Procurement/Supplier relationship.

Other

7. To be computer literate with a good working knowledge of Microsoft Outlook, Word and Excel.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/ Education (including qualifications):

Work Experience:

1. Demonstrate the ability to produce well-structured reports, including recommendations and written summary.
2. To have experience of working with formal contracts for services and demonstrate an understanding of the relevant issues.
3. Relevant experience of effectively managing contractor performance

Personal / Interpersonal Skills, Aptitudes:

4. Demonstrate the ability to work with and manage suppliers and other external organisations.
5. Ability to work on own initiative and manage time appropriately.

Special Skills

6. Have working knowledge of Information security requirements.
7. Demonstrate experience of providing contract management and sound overall Procurement experience.

Other:

8. To be prepared to travel and work nationally as required.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities	
Operational:	
1.	Manage National Police meetings for the category of Language Services liaising with the Operational National Lead as required and provide updates to the National Police Lead.
2.	Undertake Supplier Audits of processes, policies and records to ensure compliance with Vetting, Training, Recruitment, and Professional Development of Linguistics and to manage action plans resulting from these audits.
3.	Responsibility for managing supplier interest in the national Framework including managing the Procurement process for new applicants to join the National Language Services Framework.
4.	Attend monthly/quarterly meetings with supplier(s) and Regional Forces to discuss performance, complaints and operational issues. Drive forward recommendations and deliver service improvement. These meetings may be held anywhere within the UK Mainland.
5.	Attend National meetings and direct the Agenda with regulatory bodies within the Language Services community, Unions and other academic professionals. To be instrumental in delivering a coherent and national strategy.
6.	Develop suppliers to improve service delivery during the contract period.
7.	To lead and manage new national initiatives by carrying out research, attending workshops any other activities as required.
8.	To prepare and manage monthly re-charges to suppliers in the form of a rebate under the Framework.
9.	To manage the Budget received via the rebate process and develop training and other forums to develop the category of Language Services across the UK Police Service.
10.	Set up and manage a Language Services website for UK Police Forces with direct responsibility for managing appropriate content and marketing and of the website.
11.	Develop marketing, information and training opportunities within Custody departments to assist both Police Officers and the Language Services community.

Management/Leadership: N/A

Technical: N/A

Communication:

- 1. Prepare and present high quality and complex reports for UK Police Forces, National procurement Groups and the Home Office. Attend and lead Regional and National meetings and lead external meetings with Representative bodies and key national suppliers.**
- 2. Build and manage relationships with key stakeholders to understand emerging trends, innovation and current best practise and apply service improvements in service delivery that compliment changing Policing requirements.**
- 3. Strategically liaise with national and regional Forces, agencies, individuals and professional bodies to develop and maintain links.**

Administration:

- 1. To develop, maintain and review systems and processes to ensure they remain effective and efficient.**
- 2. To manager the rebate process with suppliers and the overall Budget associated with the rebate process estimated at £100,000 per annum.**
- 3. Use Microsoft Office and other ICT software in the preparation of reports, training plans, data and presentations for Senior National stakeholders.**

General:

- 1. Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.**
- 2. Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.**
- 3. This role description should develop along with the changing demands of policing.**
- 4. Be flexible in terms of working location.**

Other:

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here : [Competency and Values framework](#)

We analyse critically
We are innovative and open-minded
We are emotionally aware
We take ownership
We are collaborative
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity
Impartiality
Transparency
Social responsibility

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

- 1) Please select one - Recruitment Vetting (RV) ☒ or Management Vetting (MV) ☐
- 2) Please select one - Counter Terrorist Checks (CTC) ☒ or Security Check (SC) ☐
- 3) Please select one - Developed Vetting (DV) ☐ or N/A ☒

Date line manager checked vetting level needed :

Car User: Yes ☒ / No ☐ - Essential /Casual Allowance {per mile / day etc}: Please enter text here

Budgetary Management: Yes ☒ / No ☐ Budget Value approximate value £ Less than £30k

- 1. Additional Information:** Must hold a full driving licence and have use of own vehicle for work purposes. To be prepared to travel and work nationally as required.

Reasonable adjustments

Please enter text here

Organisation Chart

Head of
Procurement and
Support Services

National Contract
Manager for Language
Services