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| **Role title** | Contract Supervisor | | | | |
| **Directorate** | Climate & Place | | | | |
| **Reporting to** | Service Manager – Contracts, Procurement & Decarbonisation | | | | |
| **Grade** | 12 | | | | |
| **Evaluation ref;** | SCU1355 | | | Job Family Ref:- | PRC |
| **Role purpose** | | | | | |
| The postholder is required to be the Contract Management lead for the outsourced lease and vehicle maintenance contract. In addition, provide contract supervision for other high value outsourced contracts; fuel card, tyres, etc.  Ensure effective understanding and operation of any specific statutory or regulatory duty contained within the role.  Provide expertise and strong management to drive performance and to commission and/or deliver the councils priorities and meet service targets. | | | | | |
| **Key results area** | | **Accountability** | | | |
| Corporate responsibility | | Understand, uphold, and promote the aims of the council’s equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all. | | | |
| Contract management | | Manage the outsourced lease and vehicle maintenance contract; ensuring contractor remains complaint at all times and is providing the service in line with the tender specifications.  Resolve complex operational and serviced based problems and conflicts raised through the service escalation process ad ensure positive outcomes. Identify and deliver opportunities for service change and improvement and scope, plan and manage change in line with contract regulations highlighting any potential contract variations with positive or negative impacts to the Council.  Review performance outcomes and customer feedback in order to meet customer requirements and to increase operational efficiency and effectiveness.  Develop and maintain effective customer relations and feedback in order to meet customer requirements and to increase operational efficiency and effectiveness.  Manage client/contractor meetings as a minimum monthly and review performance against agreed KPI’s.  Manage other high value outsourced contracts relating to the Fleet service.  Provide an effective and efficient service in line with the Councils objectives; ensuring safe and efficient operations, whilst maintaining a cost-effective service to all service users and are operated in line with statutory regulations pertaining to workshop/contractor compliance.    Have responsibility for specific, well-defined aspects of Fleet Operational Support projects. Provide information to managers and colleagues on the operation of specialist systems and procedures.    Ensure highly accurate and detailed work is achieved at all times to ensure the Contractor complies with all the requirements set out by the Traffic Commissioner. | | | |
| Financial responsibilities | | Understanding of Somerset Council financial policies and regulations, budget monitoring and a range of finance processes to support service specific requirements. No direct budget responsibility.    Ensure full, detailed, accurate and timely recharges are sent to the relevant vehicle service users.  Responsible for the management of high value contracts £20m | | | |
| Training & Development | | Responsible for ensuring that all drivers receiving delivery of all new vehicles, plant and digital services directly connected to the outsourced lease and vehicle maintenance contact. | | | |
| Service improvement | | Manage the continuous improvement of processes and procedures within the service using best practice from others where appropriate.    Support the delivery of the Councils key strategic aims and objectives ensuring understanding and commitment from the Fleet Team and across service areas responsible for drivers and vehicles. | | | |
| Service standards | | Promote service standards with the Fleet team; maintaining compliance at all times as a minimum and adding best practice. | | | |
| Customer Service | | Ensuring that all customers are communicated to in a timely manner and act as an ambassador for the Council promoting the Councils vision, strategic aims and values.  Manage all escalated complaints efficiently and professionally where required. | | | |
| **Qualification/Knowledge/Experience/Skills** | | | | | |
| **Qualifications**  **Essential**   * Full UK driving licence. * Educated to degree level or similar. * IOSH/NEBOSH * Level 3 qualification in automotive engineering, vehicle maintenance and repair or similar. * Level 3 vehicle diagnostics qualification   **Desirable**   * Transport Manager Certificate of Professional Competency in National Road Haulage qualification. * Cat C driving licence   **Knowledge/Skills/Experience**  **Essential**   * Use of extensive range of ICT including Microsoft office and/or data base systems. * Report writing skills. * Significant knowledge and experience of different vehicle types and their purpose. * Significant vehicle knowledge with an understanding of vehicle elements that are essential or non-essential. * Must have comprehensive knowledge of good industry practice on a full range of commercial vehicles with maintenance, diagnostics, repair and inspection to MOT standard. * Previous experience working in a transport/workshop related environment. * Previous Contract management experience. * Ability to work collaboratively with others as a member of a team. * Good customer service skills. * Ability to produce accurate data analysis reports. * Attention to detail.   **Desirable**   * Previous experience delivering frontline services. | | | | | |
| **Dimensions of role** | | | | | |
| * Direct responsibility for the supervision and management of the outsourced lease and vehicle maintenance contract. * Direct responsibility for managing other high-value outsourced contracts relating to the Fleet Team; lease vehicles, external vehicle maintenance, fuel cards, tyre, etc £20m * Planning for future capital programme requirements. | | | | | |
| **Notes** | | | | | |
| Competencies / attributes | | | * Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council’s website. * Actively promote the need for change and models this behaviour. * Build relationships with contractors. * Build relationships with all vehicle service areas to promote best practice and compliance in relation to the procurement of fit for purpose vehicles and plant. * Ability to adapt to changing priorities. * Ability to influence and persuade to achieve objectives. * Ability to communicate well at all levels. | | |
| Working conditions: | | | This position will be required to be based at the Wellington depot minimum 3 days per week. Is suitable to WFH on other days. May also be required to travel to other Council sites. | | |
| Working arrangements: | | | 37 hours per week. Monday to Friday. | | |