

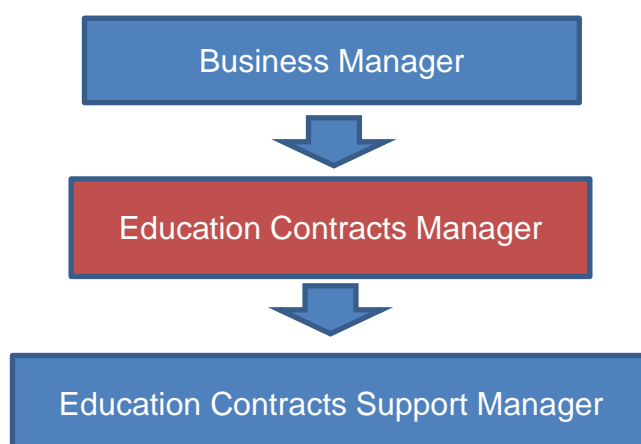


Job Description

Job Title	Education Contracts Manager
Band	AfC Band 7
Department/Directorate	Clinical Education and Standards (CES)
Location	Based at a designated LAS Education Centre, with travel to and work from sites pan London
Reporting to	Business Manager to Director, CES

Job Purpose

- To assist the Business Manager, Clinical Education and Standards, in the implementation of strategic plans and support the development of initiatives aligned to the Trust's Education and Quality Strategies and National quality frameworks.
- Lead in the instigation, tendering and management of contracts associated with Trust-wide and departmental programs, inclusive of contracts aligned to national education, quality frameworks and clinical education operations.
- Lead and manage the CES education contracts team and associated operational activity, overseeing a customer focused and responsive service for Trust-wide education.
- Oversee and assure contract compliance and take a lead role in efforts to achieve efficiency savings.
- To plan, undertake and manage education projects, working on own initiative.
- Lead on implementing strategic education initiatives, including planning and managing stakeholder meetings.
- Lead on communication strategies to effect maximum access to education.
- Responsible for the generation of reports, Board papers, inclusive of quality impact documents and associated procurement documentation, assuring that business and procurement milestones are met for in-year fiscal realisation and budget management.
- Act as a point of contact for the Business Manager, liaising internally and externally with all levels of management, staff and organisations.



- Represent the line manager at meetings as and when appropriate.
- Support horizon scanning for business development and education opportunities.
- Perform any other duties that are commensurate with the role as directed by the line manager.

Key Result Areas & Performance Indicators

- Responsible for the collaborative progression of business development initiatives, involving receiving and providing complex and highly sensitive information as part of strategic negotiations, recognising and ensuring barriers are constructively overcome.
- Timely and successful delivery of complex business development projects to inform education strategy and direction.
- Management of the Education Contracts Team, planning yearly operations and overseeing outputs, underpinned by the regular analysis of highly complex data and information.
- Contribute to specification writing, defining statement of requirements for procurement projects, including tender evaluation.
- Lead contract management cycles, maintaining a high level of diplomacy and financial sensitivity, ensuring regular review.
- Monitor the delivery of respective key performance indicators, quality and productivity targets as outlined within contracts and associated quality frameworks.
- Demonstrate robust governance, ensuring record keeping and scheduling processes are in place for the performance management of contracts; inclusive of analysis of performance data from a range of internal and external sources, monitoring key performance indicators, improving/remedying failing contracts and mitigating risk.
- Act as a point of contact for the Business Manager in relation to CES business.
- Contribute to strategic supplier relationships at procurement and contract meetings.
- Chair contract management meetings and designated business meetings on behalf of the Business Manager.
- Problem solving through detailed investigation of complex and highly sensitive information, with prolonged periods of intense concentration.
- Ensure efficient record keeping with the contract management schedule, including Management Information, key performance indicators, communications and other aligned activities.
- Manage, prepare, support and contribute to agendas at procurement and contract meetings, ensuring internal participants are fully briefed.
- Assure robust governance processes are in place by planning and preparing for strategic and operational meetings, inclusive of the generation of contract meeting papers and upkeep of action logs.
- Timely provision of high quality reports, papers and briefings for board-level consideration, using systems to collate and interpret complex data.
- Understand national/regional policy/ guidance and interpret these to contribute to day-to-day operational management, procurement and contract management.
- Maintain responsibility for personal development including attendance at seminars and training courses as agreed with the line manager.
- Ensure the local implementation of the Trust's Standing Financial Instructions and Procurement regulations.

Key Relationships & Stakeholders

Internal

- Business Manager, Clinical Education & Standards
- Director of Clinical Education & Standards
- Education Contracts Support Manager
- Head of Clinical Education & Standards
- Clinical Education and Standards Senior Management Team
- Clinical Education and Standards Managers
- Procurement Managers
- Finance Managers
- Business Intelligence Managers
- Corporate Affairs Managers
- Operational Managers
- Commercialisation Managers
- Quality Directorate Managers
- Clinical Directorate Managers
- Communications Directorate Staff
- People and Culture Directorate Managers

External

- Higher Education Institutions
- Education providers
- Commercial suppliers
- Legal advisors
- NHS Trusts
- NHS Ambulance Service Trusts
- PCTs
- NHSE and associated arms-length bodies
- Other Emergency and Voluntary Services

Key Responsibilities

Strategy

- Deliver assigned business plan objectives aligned to the Trust's Education and Learning Strategy, Quality Strategy and Clinical Strategy, ensuring that assigned projects stay on track.
- Contribute to the implementation and delivery of strategic business development initiatives, monitoring the delivery against departmental, Trust and national annual plans.
- Support the development of the 3 to 5-year cycle procurement strategy for Clinical Education and Standards working closely with the Business Manager, CES colleagues, external suppliers and and as appropriate, other Trust groups.

- Oversee communication strategies and engage efficiently with partner organisations and internal teams, articulating complex and highly sensitive matters to a range of audiences to ensure the implementation of strategic aims.
- Contribute as a Subject Matter Expert in the purchasing process through the development of specifications with key users and specialists, supplier evaluation, supplier appraisal, supplier negotiations and analysis of tenders, finalising contracts awards in conjunction with legal advisors, the CES Leadership team and Procurement.
- Support horizon-scanning and the identification of education-affiliated opportunities, to enrich the Trust's portfolio of educational offerings and drive the adoption of new technologies/systems.
- Proactively identify and implement contractually required improvements or mitigations.
- Support the implementation of national education strategies.
- Prepare strategic reports, papers and briefings for senior leadership forums.

Operational Delivery

- Plan and undertake projects working on own initiative, ensuring projects and initiatives are delivered on time, to quality standards and in a cost effective manner, proposing and adjusting plans as required using a high degree of personal judgement.
- Responsible for ensuring effective management of CES education contracts, inclusive of monitoring adherence to key performance indicators and mitigating non-compliance.
- Forecast planning in conjunction with the Business Manager for externally funded courses and education initiatives.
- Develop regular briefings/reports for the Business Manager to inform contract management, the position against national education frameworks and the project status of business initiatives.
- Perform highly complex data analysis on qualitative information and large quantitative datasets from multiple sources (internal and external), investing regular periods of prolonged concentration to inform operational management, budget management and strategy.
- Responsible for the development of robust business cases, project reports and executive papers and the associated underpinning information and data analysis.
- Lead on the planning, development and implementation of local monitoring systems and dashboards and contribute to Trust systems
- Assure and maintain strong stakeholder engagement.
- Lead on communications with external suppliers, trouble-shooting through utilising strong interpersonal skills to deal with contentious or sensitive issues
- Oversee communication strategies to ensure timely access to education, continued professional development and upskilling by Trust-wide staff and groups.
- Enable a collaborative approach to the generation of business cases, taking responsibility for collating information and generating the first draft for review, inclusive of quality, data, information and equality impact assessments and financial elements.
- Prepare and give presentations for all levels of meetings, internal and external, ensuring good communication with a wide range of audiences.
- Represent the Business Manager at designated meetings.
- Develop, review and implement policies, guidance, terms and conditions and procedures to support CES strategy and business operations.

- Support horizon scanning exercises to inform business strategy and procurement.

Procurement and Contract Management

- Responsible for contributing to, modifying and reviewing draft contracts, indicating areas of contention, liaising with Suppliers and the Business Manager for contract iterations and subsequently finalising contracts with Legal Teams/Advisors and/or Procurement.
- Coordinate stakeholder/supplier meetings for negotiations, service delivery, performance monitoring and resolution of issues, working collaboratively with respective CES managers, using strong interpersonal skills to convey complex, highly sensitive and contentious information.
- Ensure regular, positive and engaging relationships with external suppliers, as aligned to frameworks/contracts.
- Proactively highlight and manage areas of contract dispute, concern or antagonism, escalating to senior management and Procurement as appropriate.
- Ensure the timely implementation of contract management escalation processes.
- Support the purchasing process through the development of specifications with key users, supplier evaluation, supplier appraisal, supplier negotiations and analysis of tenders, working closely with Procurement to generate contract awards.
- Provide oversight on the position for CES contracts, establish and maintain a contract database for the department.
- Review service level agreements, separate to or as part of contract generation.
- Responsible for generating and reviewing contractual memoranda of understanding with provider organisations, and achieving collaborative sign-off with legal teams, ensuring adherence to the Trust's procurement framework.
- Work with senior managers and subject experts to generate procurement forecasts for clinical education operations to ensure improved outcomes for patients.
- Problem solving through detailed investigation of complex and highly sensitive information from multiple sources, with prolonged periods of intense concentration.
- Develop a broad understanding of the Service as an entity, the role it has within the wider healthcare system, the community, and the external/internal factors which impact on prospective initiatives and education programs and the associated risks.
- Establish a strong network with key internal stakeholders and external suppliers to understand trajectories, needs and demands.
- Oversee CES contract management through the use of designated contract information systems and designated LAS portals.

Stakeholder and Relationship Management

- Perform a high level of external stake-holder engagement, engaging effectively to create, nurture and maintain key business relationships and partnerships, exercising tact, diplomacy, confidentiality and sensitivity.
- Support the development of local and national networks to support collaborative working.
- Support the strategic development of contracts with a wide range of suppliers encompassing general resources, clinical education and continued professional development.

- Responsible for the establishment of contracts and leading on monitoring arrangements, facilitating discussions and coordinating regular contact to promote positive and productive working relationships with education providers and commercial suppliers.
- Ensure that contractual obligations of external suppliers and the LAS are met through the organisation and management of regularly scheduled contract management review meetings.
- Support collaborations to agree the terms of new partnership frameworks relevant to clinical education, and develop and maintain existing agreements, where applicable.
- Prepare and give presentations for all levels of meetings, internal and external, enabling this through receiving and presenting complex and sensitive information to inform the adoption of initiatives, enable change and monitor performance.
- Chair internal and external contract meetings to assure compliance to standing financial instructions and national frameworks.
- Work effectively with external suppliers and central LAS teams to ensure the timely, negotiation, sign-off and implementation of new contracts and other agreements

Quality Care & Governance

- Contributing to the delivery of high quality patient care and staff safety according to Trust standards, policies and procedures by:
 - Support the Business Manager in effecting Trust-wide compliance, monitoring and assurance against national education contracts, associated quality frameworks and arising initiatives; resolving issues in a timely and appropriate manner.
 - Ensure compliance with the Trust's Standing Financial Instructions and Public Contract Regulations.
 - Maintain a robust governance approach to contract management, holding multiple internal and external suppliers to account through efficient project management and meeting management, including the recording of accurate briefings/minutes/notes and actions.
 - Oversee the management of complex relational databases for continued professional development and education initiatives.
 - Responsible for quality improvement projects aligned to designated education initiatives.
 - Support the identification of risks and maintain the team's risk register and mitigating actions.
 - Escalate the potential for risk and in conjunction with CES management and as required Procurement, manage risks in a timely and appropriate manner.
 - Contribute to the development and drafting of contracts.
 - Responsible for the development of governance documentation impacting beyond own area, including terms and conditions, policies, guidance and service level agreements assuring alignment to contracts and internal and national frameworks, and review of the said documentation via appropriate groups and committees.
 - Comply with information governance and data impact assessments requirements.
 - Lead the planning and implementation of surveys and audits and operationalise outcomes.
 - Lead the planning and management of meetings/committees for strategic business development and education initiatives.

- Maintain comprehensive and accurate contract documentation systems, ensuring adherence to the Data Protection Act 1998 and General Data Protection Regulations 2018 in alignment with respective NHS / Awarding Body Frameworks.
- Deliver projects to comply with key performance indicators and identified outcomes.
- Drive and implement quality systems for compliance to contract management standards.
- Assuring the Trust is compliant in areas of education standards and meets accreditation requirements to deliver approved programmes.

Management & Leadership

- Line manage direct reports and volunteers and supervise indirect reports.
- Provide leadership, advice and mentorship for direct reports, agreeing both personal and development objectives and plans.
- Perform regular appraisal and constructive feedback for direct reports to facilitate their achievement.
- Manage performance, disciplinary and grievance issues ensuring that standards of best practice are understood and applied, implementing appropriate action as required.
- Assure alignment to the Directorate's strategic objectives for workforce development.
- Assign, monitor and review the workload of reports.
- Responsible for leading contract management, assuring adherence to Standing Financial Instructions, Public Contract Regulations and regulatory frameworks.
- Lead on mandated / designated external partnership projects and associated meetings.
- Effectively communicate key messages to internal stakeholders and suppliers, overseeing communication strategies for education programmes, projects and initiatives.
- Contribute to alignment with the Trust's and the Directorate's strategic objectives for clinical workforce development.
- Build strong and effective internal relationships to promote effective working across departments to ensure smooth delivery of actions and Trust priorities.
- Support the Business Manager in the implementation of actions arising from externally funded initiatives and programmes.
- Develop a continuous learning approach and employ an enabling, supportive and empowering management and leadership style. Seek regular feedback from colleagues to enable self-awareness of personal impact and effectiveness.
- Contribute to the professional standing of the LAS through enhanced partnership working with external organisations and regulatory bodies.
- Exercise a collaborative approach to support the Trust's Procurement Transformation programmes and implementation of new systems.

People Management

- Line manage staff, support staff and volunteers.
- Implement the Trust's policies and procedures in the management of direct reports and chair and conduct associated meetings and hearings.

- Manage stakeholders' and external suppliers' expectations and proactively embed an improvement culture to effect positive change and streamlined processes.
- Drive the embedding of standardised procurement processes and systems for CES staff.
- Build strong and effective internal relationships to promote effective working across departments to ensure smooth delivery of Trust priorities, business plan actions and development initiatives.
- Responsible for staff recruitment and maintaining business continuity..
- Individual development on the job and job performance management.
- Act as a point of contact for the Business Manager, liaising with all levels of internal stakeholders and external suppliers.

Resource/Financial Management

- Review contracts to ensure value for money for the department and the Trust.
- Drive efficiency savings through timely contributions to bid specifications and the review of suppliers in conjunction with Procurement.
- Review and report on contract performance to inform sourcing strategies.
- Liaise effectively with suppliers to negotiate financially beneficial contracts for added value to staff and patient care.
- Support the timely generation of 3 to 5 year forecasts for capital and revenue items that exceed SFI thresholds over a four-year period.
- Responsible for reviewing/receipting services/goods, up to £5,000.
- Responsible for timely utilisation and financial reconciliation against designated initiative budgets.

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

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Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Sustainability

As an anchor institution, LAS have social and environmental responsibilities to positively contribute to the community in ways beyond providing healthcare. To meet this commitment, the trust is working towards being net zero carbon by 2040 for our direct emissions and by 2045 for our indirect emissions through different interventions. Nevertheless, it is the responsibility of all staff to minimise their environmental impact by reducing and recycling waste, switching off lights and equipment when not in use, minimising water usage, travelling to work on a sustainable mode of transport and reporting faults promptly.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Values and Behaviours

Caring

Kindness – be caring and compassionate, polite, welcoming, approachable

Positive – embrace change, be enthusiastic and optimistic, proactive

Empathetic – put myself in other people's shoes, consider other perspectives

Listening – hear others, be open, approachable, give others space to speak

Respect

Equity – be fair, embrace diversity, accept others for who they are

Inclusive – advocate for others, ask for input, seek out alternative views

Understanding – be interested in others' feelings, stories and backgrounds

Appreciative – offer descriptive praise, seek out feedback, value others

Teamwork

Caring | **Respect** | **Teamwork**

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Supportive – offer help when you notice others need it, check in regularly
Collaborative – seek opportunities to work together, communicate, clarify
Professional – be accountable, responsible for my attitude, calm and reassuring
Integrity – be honest, share learnings, act in others' and LAS' best interests

Person Specification

Qualifications, Accreditations, Education	Essential	Evidence
First degree or equivalent	√	A/I
Educated to masters level or equivalent professional qualification or equivalent experience, relevant to the role	√	A/I
Clear and robust evidence of continuous personal and career development	√	A/I
Project management or leadership qualification	√	A/I
Professional qualification in the field of education or procurement	Desirable	A/I
Experience	Essential	Evidence
Track record of success in the delivery of projects/initiatives	√	A/I
Proven experience of formal procurement procedures and contract management or a contract management oriented role	√	A/I
Managing, developing, coaching, mentoring and motivating staff and indirect reports	√	A/I
Ability to organise self and others to prioritise work effectively and meet deadlines	√	A/I
Experience of market engagement and tendering	√	A/I
Supplier performance management, including contractual KPI analysis	√	A/I
Working with multiple external suppliers and multidisciplinary teams at all levels	√	A/I
Networking and developing effective stakeholder relationships by maintaining a regular presence with multiple suppliers	√	A/I
Writing high level reports, business cases, briefings and Board documents for senior managers	√	A/I/T
Provision of high-level support to external committees and meetings	√	A/I
Experience of leading and chairing meetings with evidence of facilitating complex negotiations to a successful outcome	√	A/I
Experience of working within the NHS or in an urgent care service setting	√	A/I
Experience of driving change	√	A/I
Supporting strategic initiatives within the context of NHS frameworks	Desirable	A/I
Knowledge and Skills	Essential	Evidence
Knowledge of contract management life cycle and governance (public sector)	√	A/I
Working knowledge of contracts and contracting terms for supply of goods and services	√	A/I
Proven ability to participate in the tendering of large value contracts and strong financial acumen	√	A/I
Strong relationship management skills with internal stakeholders and external suppliers, through influencing, networking and collaboration	√	A/I
Highly effective and excellent communication skills with the ability to articulate both in writing and verbally, complex technical issues to a wide range of recipients in potentially hostile, competitive, complex or	√	A/I

sensitive environments; recognising and ensuring barriers are constructively overcome		
Able to exercise judgement and analytical skills in relation to planning and subsequent delivery	√	A/I
Very good data analytical skills, reporting on qualitative and quantitative data, to inform operational and strategic plans	√	A/I
High level of computer literacy	√	A/I/T
Ability to work effectively across departmental, trust, external and professional boundaries	√	A/I
Working knowledge of audit and risk management	√	A/I
Exceptional planning and organizational skills, for self and others, prioritising work effectively to meet deadlines whilst balancing competing priorities	√	A/I
Ability to work to tight deadlines and to high standards in times of high pressure and high demand	√	A/I
Ability to receive and interpret complex, sensitive or contentious information and formulate plans for action	√	A/I
Ability to plan and prioritise own workload, balance competing priorities and make difficult decisions, and work independently	√	A/I
Evidence of proficiency in using digital technologies (E.g. procurement, finance and learner management systems; E.g. Bravo/Jaggaer, ESR, GRS, Totara, E-Proc.)	√	A/I
High level of computer literacy, inclusive of the use of Microsoft Office applications	√	A/I
Ability to absorb and support the translation of complex strategic information to operational activity	√	A/I
Ability to work remotely and work at designated locations	√	A/I
Demonstrate an understanding of NHS procurement processes, systems and regulations	√	A/I
Personal Abilities	Essential	Evidence
Adheres to the Trust's values and behaviours	√	A/I
A professional image and attitude	√	A/I
A highly resilient individual with the ability to cope under pressure within a continually changing environment	√	A/I
Proven ability to problem solve	√	A/I
Excellent interpersonal, influencing and networking skills with the ability to promote cooperation, collaboration with individuals or groups	√	A/I
Demonstrable awareness and commitment to contributing to the achievement of the service's vision	√	A/I
Proactive and organised with a commitment to deliver excellence	√	A/I
Empathetic and sensitive to the needs of others	√	A/I
High level of attention to detail	√	A/I/T

Key: A = application, T = test, I = interview

Updated: **February 2024**