



CAJE REF: 2023/0004

**VELINDRE UNIVERSITY NHS TRUST
JOB DESCRIPTION TEMPLATE**

JOB DETAILS:

Job Title	Deputy Head of Commercial and Contract Management
Pay Band	Band 8B
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Finance and Value
Department	Finance and Value
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Deputy Director of Finance
Reports to: Name Line Manager	Deputy Director of Finance
Professionally Responsible to:	Deputy Director of Finance

Accountable

- Do what you say you are going to do
- Be personally and professionally responsible
- Fulfil your role and deliver high quality outcomes
- Feel empowered to take action and challenge inappropriate behaviour

Bold

- Be ambitious, innovative & able to take decisive action
- Choose to do the right thing & not the easy thing
- Have a 'Can Do' and proactive approach

Caring

- Be kind, respectful & make people feel their views have been taken seriously
- Be inclusive and equitable, valuing all contributions
- Demonstrate excellence in clinical interventions

Dynamic

- Be agile & flexible, responsive and adaptable to change
- Be innovative & creative, always look for opportunities to improve
- Positively engage with change, collaborative & willing
- Be resilient & ready to adapt

Context

Velindre University NHS Trust is investing a significant amount of resource, planning and funding into transforming cancer services across SE Wales. This includes the delivery and of:

- An Integrated Radiotherapy Solution (IRS)
- The establishment of a Radiotherapy Satellite Centre based in Nevill Hall Hospital
- A replacement for the existing Velindre Cancer Centre

Individually these are significant and complex developments but together they create a significant challenge for the Trust to co-ordinate and manage going forward. The delivery and ongoing management of these arrangements are key to their success and as such requires bespoke and professional management.

Job Summary/Job Purpose:

Velindre University NHS Trust is experiencing a period of unprecedented change, working across the South East Wales region delivering the “Transforming Cancer Services” programme, including the delivery of a new cancer centre and outreach services regionally. The Programme Vision for future services sees cancer services that will continuously evolve and be part of a wider service that involves stronger partnerships with primary, secondary and third sector Organisations. The internal delivery of this service transformation is through the Velindre Futures programme.

One of the primary elements of this programme is the Integrated Radiotherapy Solution (IRS), a large and complex project valued at in excess of £70M (capital / revenue) over a period of 14 years. The project will deliver state of the art Radiotherapy Equipment, Maintenance and Support and Research opportunities across the Trust's sites which will include the development of a Radiotherapy Satellite. The Trust's strategic direction of travel is to move away from a dual vendor environment with ad-hoc equipment replacement to that of a single vendor end to end solution where integration, efficiency and the most up to date treatments can deliver significant benefits for patients and staff.

The IRS Solution is underpinned by a robust delivery focused contract that will required active management and will engender a long-term beneficial relationship being formed with the successful bidder over the contract length. The implementation of the IRS solution will be complex and is over three phases, the VCC, the new Satellite at Neville Hall and the new Velindre Cancer Centre.

The post holder will be responsible for leading the contract management and benefits realisation programme of the IRS contract. They will be work with the Programme team to understand the new ways of working with the successful supplier and be pivotal in achieving the necessary benefits and improvements for the cancer centre and improved outcomes for patients. This will include ensuring we are able to measure the outcomes and benefits articulated in the new contract. They will be the primary link for the new Velindre Cancer Centre build and service transition for the IRS elements.

Further to the IRS contract the post holder will be required to take the lead on the contract management of the new Velindre Cancer Centre (nVCC) and the mutual investment model (MiM) contract that will sit here.

The post holder will form part of the senior leadership team within the Radiation Services Directorate and be part of the wider leadership team for the cancer centre and wider VUNHST.

In summary, the role will contribute the following to the team:

- **Commercial Leadership** so that the Trust maximises all opportunities available for realizing contractual benefits
- **Contract management** so that the delivery of these contracts are in accordance with the executed agreements
- **Supplier relationship management** so that relationships are managed effectively
- **Risk management** so that the Trust's risks are managed effectively
- **Commercial Governance** that enables processes, procedures and systems adhere to Public Procurement Regulations and the Trust's Standing Orders (SOs) and Standing Financial Instructions (SFIs)
- **Stakeholder management and communication** both internally and externally so performance management is co-ordinated and outcomes are successfully delivered.

DUTIES/RESPONSIBILITIES:

The post holder will be responsible for the following:

Commercial Leadership and Contract Management

- Provision of effective commercial leadership for all aspects of the IRS contract
- Assuming overall contract management responsibility for the IRS and nVCC Contracts.
- Lead on all aspects of contract management including, but not limited to, the following:
 - Prepare and oversee contract management arrangements including transition from contract award phase to Implementation and Contract Management phase
 - Develop contract knowledge management arrangements so that there is continuity from the tender/contract award phase and the knowledge base maintained
 - Be responsible for physical contract management and the timetable for making key decisions
 - Ensure the service is provided in line with the contract
 - Ensure payments are made to the supplier in line with the contract and that appropriate incentive mechanisms are in place and well managed
 - Document payment mechanisms and ensure these are clear and well understood by all parties (including incentives, "penalties", and non standard charges)

- Ensure that contractual terms are understood and monitored by the contract manager and wider team including but not limited to:
 - Termination
 - Warranties, indemnities and insurance.
 - Security and confidentiality, particularly issues relating to the security/confidentiality of personal data.
 - Dispute resolution processes, including agreed adjudication procedures, mediation, and arbitration.
- Ensure processes are established that changes to the contract and handled effectively
- Assist with ensuring effective deployment of resources throughout the organisation in conjunction with the Senior Management Team to deliver effective contract management.
- Act as lead contract manager in co-ordination of common interface issues between related projects and/or programmes
- Establish and manage the IRS Contract Board and the equivalent management board for nVCC
- Establish an IRS and nVCC contract performance framework that enables a focus on benefits realisation as outlined in the IRS contract, ensuring that implementation of the IRS/nVCC and resultant service changes maximise safe and effective benefits realisation.
- Work closely with the nVCC team and suppliers to lead the discussion for radiation services on implementation of IRS in nVCC and the transitional arrangements for relocation to the new site, ensuring business continuity arrangements
- Provide advice, support and leadership to staff on all aspects of good practice contract management, including any ongoing training/awareness, seeking of specialist advice and guidance (as required) and leadership in any issues requiring resolution and/or clarification.
- Provide reliable and accurate contract financial reporting for programme board and contract performance management meetings with supplier
- Provide support and mentoring to members of the IRS Programme team, nVCC contract management forums and wider Trust fostering a positive team culture at all times.

Supplier Relationship Management

Continuous improvement of supplier performance and capability

- Measure financial and commercial benefits measurement per contract
- Share programmes of improvements & new developments over contract duration
- Ensure clear expectations across all parties with regards to the baseline position
- Ensure Performance & Service Level management metrics & contractual obligations are understood by delivery team and supplier
- Agree reporting arrangements and timelines
- Ensure Trust compliance with the contractual obligations
- Establish dispute resolution mechanism, which is understood by delivery team

and supplier

Management and development of relationships with suppliers

- Develop key relationships at senior level and at an operational level, building on existing relationships to date

Feedback and Communications

- Ensure regular performance feedback is given, which links to governance and joint contract management forum
- Ensure changes are managed and documented
- Undertake formal performance reviews, as required

Risk Management

Risk Management process and plans

- Ensure contractual/supplier risk management is in place with clear responsibilities and processes.
- Identify who is best placed to manage risk, with supplier involvement where appropriate.
- Identify and monitor risks regularly, with mitigating actions developed and implemented where possible, and 'obsolete' risks removed from consideration where appropriate.
- Ensure escalation and reporting routes are in place for risk governance.
- Develop contingency plans to handle supplier failure (temporary or long-term failure/default)
- Develop exit strategies which are regularly reviewed and updated through the life of the contract.

Ongoing supplier risk management

- Monitor the supplier's financial health and business performance
- Monitor the supplier's compliance with contractual 'non-performance' issues (for example, on tax and sustainability targets)

Commercial Governance

- Ensure that all supplier contractual, corporate governance, regulatory compliance and risk requirements are fulfilled.
- Ensure compliance with Public Procurement Regulations and the Trust's Standing Orders (SOs) and Standing Financial Instructions (SFIs)
- Exercise sound judgment in the analysis of complex issues in relation to the delivery of services and options for improvement relating to the IRS/nVCC contracts.

Stakeholder Management

- Develop strong internal and external relationships that facilitate effective service delivery
- Ensure clarity on roles and responsibilities with demarcation lines set down so that the right, skilled and informed people are involved at the right time

- Establish common objectives and manage expectations of all stakeholders up front
- Develop the right culture from start – agreed ways of working and behaviour expectations
- Agree and enact problem resolution mechanism
- Establish strong working relationships with key stakeholders at all levels, including up to Executive Director level.
- Ensure that colleagues see the role holder as a trusted colleague by demonstrably leading on Commercial/Procurement and Contractual matters and supporting them in the delivery of related organisational objectives/deliverables.

Communication

- This role requires excellent communication skills, both verbal and written, with the ability to develop collaborative working practices and relationships at all levels internally and externally.
- The post holder will be required to communicate both formally and informally with the senior leadership team often in large groups.
- The post holder will be required to communicate complex information which will at times be contentious in a manner which will enable the project to move forward either gaining consent or agreement to alternative action. At times, the subject matter may be politically sensitive with particular with regards to service redesign.
- The post holder will require effective influencing and negotiating skills to achieve desired outcomes. This includes the ability to collaborate with clinical teams to support service redesign.

General Requirements

- The post holder will be required to be highly proficient in the use of all relevant software applications including Word, Power Point and Excel.
- Required to work autonomously, guided by national policy and regulations interpreting these and ensuring VUNHST policies and procedures conform.
- Ability to chair meetings and lead projects effectively.
- Clear and confident in judgement.
- Sound decision-making skills, informed by evidence and clear prioritisation criteria.
- Persuasive skills to ensure key strategic messages are conveyed to senior operational and clinical managers regarding identified need for change, compliance requirements and local needs of services.
- Ability to interpret national guidance into local policy and procedure.
- Ability to make formal presentations to large groups including Executive Directors.
- Ability to develop good working relationships with all stakeholders internal and external to the Trust.
- Any other ad-hoc duties as required from time to time

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Professionally qualified to Masters level preferably in Msc in Strategic Procurement and / or demonstrable equivalent knowledge and experience.</p> <p>Evidence of continuing professional development / specialist training courses</p> <p>Practical knowledge of programme and project management</p>	<p>CCAB or CIPS qualification</p> <p>Significant relevant experience with track record of operating at a senior management or strategic role in a complex organisation.</p>	<p>Application Form</p> <p>Interview</p> <p>Production of evidence (certificates etc)</p>
Experience	<p>Significant experience and proven track record in contract management and commercial management in a large, complex organisation</p> <p>Experience within large complex organisation in related area of activity at senior management level</p> <p>Extensive knowledge and expertise in relation to finance, policies and strategic leadership</p> <p>Expert knowledge of and experience in implementing strategies and plans for the delivery of services and policy directives</p> <p>A proven track record of dealing with highly complicated</p>	<p>Knowledge of EFQM/Quality techniques</p>	<p>Application form and interview</p>

	<p>situations and the delivery of challenging corporate objectives.</p> <p>Evidence of working within a highly complex and politically sensitive organisation.</p> <p>Experience of initiating, delivering and completing projects</p> <p>Experience of working with and the ability to influence multi-professional clinical teams and a wide range of individuals at Senior Manager level</p>		
Aptitude and Abilities	<p>Ability to read, understand and interpret legal documentation in relation to contracts.</p> <p>Able to identify and exploit opportunities for continual improvement both with internal and external stakeholders</p> <p>The ability to think strategically and to develop joint approaches to challenges with internal and external stakeholders</p> <p>Strong commercial skills evidenced through several commercial negotiations</p> <p>The ability to prepare and analyse financial data</p> <p>Diplomatic with good negotiating skills</p> <p>Decision making - ability to make decisions in a timely manner.</p> <p>Demonstrable business acumen</p> <p>Advanced IT skills, database/spreadsheet applications, MS Excel/Word and PowerPoint</p> <p>Strong prioritisation skills and ability to manage competing objectives</p>	Ability to speak Welsh	Interview

	<p>Excellent presentation and report writing skills</p> <p>Highly developed analytical and problem-solving skills</p> <p>Ability to communicate contentious and highly complex issues to large groups composed of senior staff and gain their approval or agreement to alternative action</p> <p>Excellent interpersonal skills – influencing, negotiating and communicating (written and verbal), across all levels both inside and outside the organisation</p> <p>Ability to analyse data and compile reports with frequent interruptions, requiring the ability to multi-task</p> <p>Ability to work to very short-deadlines, often at short notice</p> <p>Conflict management and resolution</p> <p>Ability to engage at all levels in a large complex organisation and achieve effective co-operation</p> <p>Ability to operate both autonomously and as part of a larger team</p>		
Values	<p>Aligned to the Trust Values: Accountable, Bold, Caring, Dynamic</p> <p>Diplomatic and sensitive to the needs of others</p> <p>Team working and delivering on team / corporate decisions</p> <p>Tenacity and drive to achieve required objectives</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

	Inspires confidence		
Other	Ability to travel between sites in a timely manner to meet the requirements of the post		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in

all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Trust's Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.

- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing the Trust's Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Deputy Head of Commercial and Contract Management_____

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



