

ACTION DEAFNESS
CANDIDATE BRIEF

BUSINESS CONTRACTS
MANAGER

A WELCOME MESSAGE FROM ACTION DEAFNESS

BUSINESS CONTRACTS MANAGER

Thank you for your interest in this new and exciting role - we hope this pack gives you all the information you need to make your application.

The purpose of Action Deafness is to improve the quality of the lives of Deaf, Deafened, Deafblind and Hard of Hearing people by increasing independence and equality of opportunity.

We do this by promoting effective communication and improving access to services, increasing the status and participation of deaf and hard of hearing people from diverse backgrounds, and by providing specialist support, learning opportunities, and community services for those needing support to help them remain independent.

For Action Deafness these are currently very exciting times - we are half-way through our Five Year Plan, 2018-2023, and we already have ambitions and aspirations for the following five years, particularly in relation to health & social care for our flagship services of Interpreting and Community & Care.

As a result, we have created this new role which will be responsible for developing and maintaining new business projects along with developing and managing proposals, business cases and tenders. You will be required to develop effective relationships and demonstrate strong analytical skills in order to gain insight into market development and opportunities for modernisation and digitalisation.

We are looking for someone who is highly organised and able to plan effectively in order to complete tasks which may fall under strict deadlines. Strong communication (written and spoken or signed) will be expected alongside highly developed customer service skills.

As we said, these are exciting times for Action Deafness - we would like you to be a part of that and part of our future.

We look forward to receiving your application.

June 2021

ABOUT US

BUSINESS CONTRACTS MANAGER

The charity began its life in 1897 as Leicester & County Mission for Deaf People, completely transformed and rebranded in 2006 as Action Deafness.

Over the last decade and half, we have grown to become one of the leading deaf-led charitable companies which provides services that enables Deaf and Hard of Hearing people to exercise their right to be full and participant members of civic society, empowering them to access education, employment, health services, criminal justice, social welfare, leisure and more.

Authentic and proven, we have also played a significant role in joint ventures and partnerships with local and regional Deaf Charities, and we have experienced mergers with Deaf Direct, Oxford Deaf & Hard of Hearing Centre and Walsall Deaf Community Services amongst others.

Evolving and vibrant, Action Deafness is also CQC registered as a domiciliary care provider. We supply specialist face-to-face (F2F), Video Relay Service (VRS) British Sign Language (BSL) Interpreting services and are a Charity accredited with ISO9001, ISO27001, ISO18841 and Cyber Essentials.

Through the platform of the NEPO agreement framework and also the newly awarded NHS SBS framework, Action Deafness is looking to continue this provision, enabling statutory providers and other such stakeholders to ensure their services are both accessible to, and inclusive of, deaf and hard of hearing people. Further information regarding the range of services we offer can be found on our website.

www.actiondeafness.org.uk

**BUSINESS
CONTRACTS
MANAGER**

OVERVIEW

Action Deafness (AD) is a deaf-led charitable company where 75% Governance, 50% Management and 80% front-line employees are all deaf.

AD provides a range of high quality, specialist and value for money services for deaf, hard of hearing, deafened and deafblind people throughout the UK.

OUR FLAGSHIP SERVICES INCLUDE:

- Communications Interpreting (NRCPD-registered BSL face-to-face/video relay, lipspeaking & remote captioning interpreting service).
- Community & Care (CQC-registered personal care, assistance and 1:1 support services).
- Joint Ventures/Partnerships (Business innovation and agreement framework partnerships).
- Services & Projects (Generation Communication Lottery project, Action Kickstart Scheme, Equipment Referral and Information & Advice Support).

AD's registered office is based in Leicester and the operations centre is Loughborough; due to digitalisation we have employees and services covering the East Midlands, Walsall, Worcestershire, Herefordshire, Oxfordshire & Brighton/Sussex.

JOB DESCRIPTION

BUSINESS CONTRACTS MANAGER

Business Contracts Manager

Reports to:	Finance & Operations Manager
Department:	Finance & Operations
Direct reports:	None
Hours of work:	Full Time
Base:	Flexible, home-based with regular travel to the Loughborough office

KEY RELATIONSHIPS

To maintain excellent relationships externally with Action Deafness partners, external Contract Managers / Category Managers, contract holders, suppliers, providers, local authorities and NHS partnerships.

To maintain relationships internally with the CEO and the ELT, principally the Head of Finance & Operations, the Head of Communications & Interpreting and the Head of Community & Care.

SCOPE

The Business Contracts Manager will oversee contracts held by Action Deafness across all Departments with primacy for those within the Communications & Interpreting Team and the Community & Care Team.

The role will require the individual to be highly skilled in commercial and contract analysis, with proven experience of securing contract funding at scale. They will be required to provide expert advice and guidance on contract interpretation, understanding of the key risks and obligations of contracting and have an ability to leverage the contract to the maximum advantage for Action Deafness.

The Business Contracts Manager also needs to develop and maintain strong relationships with the key partners / contract holders. You must be flexible in your approach with the ability to use initiative and work independently.

Action Deafness have established support services committed to providing high quality, professional workers to empower our local deaf communities.

OVERVIEW

BUSINESS CONTRACTS MANAGER

To be the primary Action Deafness lead for the origination, design and implementation of a tender / bid submission programme that generates contractual funding for the charity to agreed business plan targets.

- To be the primary point of contact for Action Deafness partners, other parties and stakeholders in relation to matters arising from Framework Agreements including, for example the NHS SBS Framework, the NEPO Framework and local authority sensory frameworks as required and appropriate.
- **To work to ensure that Action Deafness are viewed as a key partner and provider of choice.**
- To provide specialist support and guidance across Action Deafness and to ensure the organisation has the capability and capacity to deliver against contract requirements.
- **In association with the Head of Finance, advise on the day to day operation / implementation of Framework Agreements.**
- Attend Framework review meetings with the NHS, regional / local Purchasing Organisations and other procuring agencies as per contractual obligations.
- **Provide written contract management reports to the relevant Framework Authority regarding the supply of Goods, the provision of the Services and the operation of Framework Agreements.**
- Chair the NHS SBS Framework consortium Steering Group as led by Action Deafness, providing a secretariat function and requisite service support to the membership.
- **To originate and maintain a capability that searches for new business, maintaining a database/calendar or pending opportunities and submission dates.**
- Assemble the mandatory / essential information required for the full and complete submission of tenders.
- **Work across the organisation to complete tenders / submissions in a timely manner, meeting all stated deadlines.**
- Ensure that contracts and proposals are entered into organisational databases / logged appropriately and securely maintained.
- **Work across the organisation to ensure all narrative and financial reporting requirements are met.**
- Provide contract administration such as sending notifications, letters, claims, and contract variations.
- **Provide ongoing advice regarding legal and commercial implications of specific terms and conditions in contracts, ensuring adherence to client policies, procedures and processes.**
- Provide transactional support in connection with a range of commercial and associated key subcontract agreements.
- **Assist Finance with change control notices and amendments to existing agreements.**
- To ensure the delivery of a professional approach and service by providing reports, attending supervision, appraisals, internal and external meetings, training and conferences when required.
- **To represent the organisation in external forums as agreed by your line manager.**
- To assist in the delivery of consistent high-quality services by fully participating with and actively supporting colleagues.
- To abide by and promote the visions and values of the organisation through the observation and implementation of all Action Deafness policies e.g. Equal Opportunities, Health & Safety, Child Protection, Confidentiality etc.

REQUIRED SKILLS

BUSINESS CONTRACTS MANAGER

- Evidenced skills in developing a contract portfolio that delivers an increasing and sustainable revenue flow within a private / public sector / non-profit setting.
- Experience in the identification, negotiation, development and management of contracts.
- Contract and commercial drafting and assessment experience.
- Ability to provide guidance / interpretation on existing contract provisions.
- Demonstrable knowledge and judgment about contractual and commercial risks / issues.
- Experience in ensuring consistent management of proposals and contracts, oversight of the contract management process, as well as development of specific standards for bidding and submission.
- Good working knowledge of the fundamental legal provisions of commercial contracts.
- Experience in managing relationships with commissioners and providers.
- Demonstrate ability to think proactively and innovatively.
- Ability to work remotely and within a team, building relationships with other business functions.
- Strong organisational skills, attention to detail and an ability to prioritise workload.
- Strong interpersonal and communication skills, with the ability to influence at all levels.
- Well-developed commercial capabilities and drive.
- Solid problem solving, decision making and analytical capabilities.
- Excellent organisational and multitasking ability with flexibility and adaptability.
- Proficient in MS Office.

REQUIRED COMPETENCIES

BUSINESS CONTRACTS MANAGER

Requirements	Description
<p>Self-Awareness & Management</p> <p><i>Definition:</i></p> <p>Self-awareness is an understanding of your own emotions and how they impact on your own behaviour and/or the behaviour of others. It is also about understanding your own strengths and limitations.</p>	<ul style="list-style-type: none"> • Understand the need to be strong and positive in the face of adversity but also recognise areas of one's own weaknesses and when to seek guidance and support. • Seek feedback and consider it carefully. • Look for appropriate opportunities to improve areas of weakness. • Manage emotions so as to minimise negative impact on others. • Consider approach at meetings to suit needs of others, rather than own preferences. • Demonstrate critical reflections of own practice and behaviour by regularly seeking feedback from peers and managers. • Highly self-motivated and able to work under own initiative and direction, as well as under guidance, to achieve stated objectives within the necessary timescales.
<p>Leadership & Management</p> <p><i>Definition:</i></p> <p>Leading, encouraging, inspiring and supporting others to develop confidence and capability to help them realise their full potential. Managing resources and holding others accountable.</p>	<ul style="list-style-type: none"> • Communicate and gain stakeholder commitment to AD's vision in accordance with the corporate strategy. • Provide positive leadership traits and able to inspire and influence stakeholders. • Demonstrate personal integrity whilst dealing with colleagues and stakeholders. • Able to actively listen and influence others. • Continuously seek and/or encourage others to seek opportunities for different and innovative approaches to addressing organisational problems and opportunities.

REQUIRED COMPETENCIES (CONTINUED)

BUSINESS CONTRACTS MANAGER

Requirements	Description
<p>Relationship Building and Team Working</p> <p><i>Definition:</i></p> <p>Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.</p>	<ul style="list-style-type: none"> • Demonstrate collaborative team working through integrity and behaviours. • Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment. • Identify relationships that are not strong, meet the individual(s) concerned to establish why and initiate actions to build and enhance the relationship(s). • Challenge others with respect and courtesy. • Create new opportunities for individuals to work together, break down barriers that may get in the way
<p>Innovation & Flexibility</p> <p><i>Definition:</i></p> <p>The ability to formulate new ideas or to adapt or use existing ideas in a new or unexpected way to solve problems, and to think ahead to spot or create opportunit</p>	<ul style="list-style-type: none"> • Is innovative, proactive & solution-minded. • Is prepared to consider changes to own practices. • Responds to new ideas by discussing why they might work instead of telling others why they won't work. • Is willing to investigate options in depth, even when they are the ideas of others. • Works in a flexible and agile manner to meet the needs of members, clubs, coaches, volunteers, officials and colleagues.

ADDITIONAL INFORMATION

BUSINESS CONTRACTS MANAGER

- The post holder must maintain the appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- Car owner/driver (essential) - expenses reimbursed in line with AD expenses policy.
- Personal circumstances must allow the candidate to work extended hours on occasions during times of peak activity including evenings and weekends.
- This Job Description may be subject to change at the discretion of Action Deafness and in accordance with business developments. Any changes will be communicated to and consulted with the post holder appropriately.

REQUIRED QUALIFICATIONS

The post is offered subject to an acceptable Enhanced DBS disclosure.

TERMS AND CONDITIONS

This role is full time, 37 hours per week.

The salary for the role is £35k per annum.

We offer a range of benefits including:

- 23 days annual leave, plus Bank Holidays (increasing to 28 days with length of service).
- Company Sick Pay Scheme.
- Pension Scheme.
- Training & Development opportunities.
- Flexible working.

HOW TO APPLY

BUSINESS CONTRACTS MANAGER

We hope that the information provided has enabled you to make an informed decision about your application. Before you apply, please ensure you have read the Job Description in detail.

Applications should comprise a CV, including details of two referees.

Please also provide a supporting statement (no more than two sides of A4) outlining the reasons behind your application and why you think you have the right skills for the role.

Our diversity monitoring form (available on request) should also be completed and returned.

We positively welcome applications from deaf people and disabled people.

All applications should be emailed to:

charlottejefferies@actiondeafness.org.uk

TIMETABLE

Friday 18th June 2021 Closing date for applications.

Monday 21st June 2021 Shortlisting to take place.

Thursday 24th June 2021 Interviews to be held.

CONTACT

If you would like to arrange an informal discussion about the role / process, please contact Charlotte Jefferies, HR & Communications Manager at charlottejefferies@actiondeafness.org.uk