**Job description**

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| **Role title:** | Technical Contracts Manager | **Version number:** | 1.1 |
| **Reports to:** | Head of Technical Contracts Manager  | **Directorate:** | Operations |
| **GGS:** | GGS 13/Contract | **Location:** | Amersham |
| **Organisation structure & department profile:** | A key member of the MBNL Operations team, ensuring all support contracts are fit for purpose by liaising with the Network Performance and Network Operations teams. |
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| **Role purpose:** | Effective day to day management of MBNL owned Contracts with day to day budget management of the Vendor Support and maintenance contracts.Provide a point of liaison for all assigned contracts providing appropriate performance management to ensure the business target are achieved. |
| **Key Responsibilities & Accountabilities:****(In priority order)** | * Establishment of best practice support models that deliver effective services to MBNL, ensuring Operational Expenditure stays within the overall business targets.
* Accountable for building and maintaining a partnership with the key partners, developing strategies to enhance the relationship to encourage improved performance.
* Accountable for ensuring the suppliers meet their SLA obligations, taking appropriate actions to ensure plans are implemented to return to the required levels.
* Accountable for fixed and variable costs associated with the key Operational MSP’s.
* Responsible for the Operational Contract governance, implementing changes as the business needs evolve.
* Accountable for the financial operation of the contracts, including charge validation and prompt payment.
* Responsible for supporting new contract definition by compiling and collating the Operational requirements and ensure their timely availability in line with Business requirements for new contracts.
* Responsible for facilitating the resolution of contractual disputes and collect any resulting service credits.
* Act as the initial point of contact for the assigned support contracts.
* Promote health and safety through the defined governance structure by reporting and tracking any hazards highlighted.
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| **Key Challenges:****(in priority order)** | * Ensuring the Suppliers are aware of the impact there their performance against the MBNL targets.
* Continually challenge the support costs and balance those costs against the overall delivery of the Shareholders KPI.
* Managing the suppliers to move to the new contract mechanisms and way of working.
* Maintain control over any charges for services that are not covered by the scope of the contract.key challenges specific to the role
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| **Key Relationships:****(level, nature & purpose)** | **within own function:*** Level : All levels
* Nature : Communicate and influence
* Purpose: Balance the needs of the teams requirements against the available budget.

**across other function:*** Level : All levels
* Nature : Influence, negotiate and communicate operational needs concisely.
* Purpose : Work closely with procurement and legal in the negotiation of suppliers contracts, to ensure the support needed is delivered through the contract.

**external suppliers:** * Level : All levels, including senior management
* Nature : Communicate and influence looking for a win/win outcome
* Purpose : Maintain a formal interface to ensure all issues and concerns are tracked and resolved satisfactorily
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|  | **Other key relationship comments:**To ensure the Operational budget and any tasking is achieved a close working relationship with procurement and finance is vital for success.Be able to work under pressure and remain calm when faced with conflict. |
| **Key MBNL behaviours** | **Shine:** Be an ambassador for MBNL.Be courageous and resilient. Grow and stretch yourself, rise to the challenge**Collaborate:** Be positive. Actively seek others out and build effective relationships. Have open, honest & transparent conversations**Deliver:** Create a plan, regularly review and measure against that plan. Have a can-do attitude, learn from your experience**Lead:** Create, innovate and inspire. Challenge the norm and bring people on the journey |
| **Critical Knowledge & Experience (non time related):** | **professional / technical*** Solid understanding from working within a telecommunications or related operational environment
* In depth knowledge of network operations working practices.
* Knowledge of LTE/3G/GSM, Microwave radio transmission, PDH/SDH/IP backhaul transmission networks.
* Thorough knowledge of the management of outsourcing.
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| **must have:** | * An extensive knowledge of the development and management of operational support contracts.
* Experienced in managing relationships with internal business customers and large external suppliers, by the development of relationships to ensure the mutual business needs are met.
* Proven to take full accountability for planning and delivering commercially viable options to the business.
* Experienced with a track record of managing OPEX and CAPEX projects.
* Excellent in planning and coordinating events to ensure contracts are fit for purpose and deliver within the operational budgets.
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| **nice to have:** | A member of the GSA UKWorking knowledge of the MBNL and EE NetworksKnowledge of legal contracting principles.A background in procurement or vendor management.Self starter mentality. |
| **business / context**Routinely handle conflict, by providing a win/win situation by balancing the needs of the business and the ability of suppliers to deliver the contract requirements to deliver the Best Network at the lowest cost.Involved directly in developing new operational support contracts. |
| **must have:** | A can do attitude and be able to start and complete assigned tasks in isolation and or within a team environment. |
| **nice to have:** | Worked within an outsourced operational environment. |
| **Any other comments:** | The applicant must have tenacity and a drive to succeed, being able to focus on the task at hand and ensure the customer is delighted with the outcome.  |