

## **ROLE DESCRIPTION**

<b>Job Title</b>	IT and Digital Contracts Officer
<b>Salary Band</b>	SCP 37 - 40
<b>Reporting to</b>	Digital Governance and Compliance Manager
<b>Directorate</b>	Resources
<b>Service Area and sub area</b>	Digital Services
<b>Political Restriction</b>	N/A
<b>Contract</b>	Permanent

<b>1. Primary Purpose of the Post</b>
<ul style="list-style-type: none"> <li>To support the Digital Governance and Compliance Manager in the establishment of effective governance procedures throughout the Digital service area of the Liverpool City Region Combined Authority (LCRCA).</li> <li>To work with the Digital/IT, Legal and Procurement teams to manage the lifecycle of contracts for IT services, including software licensing.</li> <li>To work with the Digital Governance and Compliance Manager to ensure that contractual financial arrangements are reflected in budgets and forecasts.</li> <li>To oversee processes relating to records of third party licence, service, maintenance and support contracts with suppliers of Digital services, to ensure they are maintained and enable effective management of those assets.</li> <li>To work with the Digital Governance Officer in ensuring that software licence compliance is maintained and assets optimised.</li> <li>To collate contract related information in order to support senior colleagues in the management of Digital services.</li> </ul>
<b>2. Your responsibilities</b>
<p><b>1. Governance and risk:</b></p> <ul style="list-style-type: none"> <li>Understand LCRCA's business objectives and how effective Digital governance arrangements contribute to service delivery.</li> <li>Be proactive in the development of governance good practice throughout the Digital service.</li> <li>Provide support in relation to governance matters for Digital management and staff.</li> <li>Ensure that the requirements of the organisation's Procurement and Contract Procedure Rules are met for all IT and Digital services.</li> <li>Identify risks associated with all contracts relating to IT/Digital service provision arising out of changes in legislation, standards and the operating environment and work with colleagues to ensure that they are addressed appropriately.</li> </ul>



## **2. Contract Lifecycle**

- Work with the Digital/IT, Legal and Procurement teams to manage the lifecycle of contracts for IT services.
- Chair monthly Contracts Review meetings to ensure that contract renewals and terminations are undertaken within the limits of the contract term and that the Legal and Procurement teams are engaged in a timely manner where needed.
- Managing volume licensing arrangements including renewal of large enterprise agreements to ensure that business requirements are met in the most efficient and effective way whilst remaining compliant with terms and conditions.

## **3. Monitoring and reviewing**

- Review the terms and conditions, along with supporting documents (such as procurement specifications), for all contracts and licensing related to the provision of digital services to the organisation, ensuring that all aspects pertinent to IT/Digital service provision are comprehensively addressed and risks mitigated as far as is reasonably practicable.
- Proactively monitor and review legal and regulatory changes which may impact contracts for IT/Digital services.

## **4. Documenting**

- Oversee maintenance of third party contract records within the IT service management system.
- Create and maintain up to date process and protocol documentation.

## **5. Communicating**

- Communicate effectively regarding contracts and governance matters with suppliers, customers, partners and colleagues to enable optimal outcomes for the business.
- Establish and maintain relationships with external service providers and internal organisational areas who make use of the services.
- Facilitate cross departmental understanding of legal and technical aspects of requirements for contracts relating to IT/Digital service provision.
- Provide advice and support to colleagues across the Digital Service area in relation to contracts and agreements.
- Provide regular reports to the Digital Services Leadership Team regarding contracts relating to IT and digital services.

## **6. Financial planning**

- To work with colleagues within Digital Services and in Finance to ensure that contractual commitments are reflected in financial planning so that budgets accurately reflect needs without being over or understated.

## **3. General Corporate Responsibilities**



- To participate in all aspects of training and development as directed, use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of Digital services.
- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

## PERSON SPECIFICATION

**Job Title:** IT and Digital Contracts Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Relevant degree (e.g. Business Information, Information Technology, Law) or equivalent work experience.	E	A,I
Proven experience in a contract management role, preferably in an IT environment.	D	A,I
Familiarity with public sector procurement processes and relevant legal standards	D	A,I
ITIL v3/4 Foundation	D	A,I

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of Microsoft Office packages including Word, Excel and Outlook (or other Office suites such as Google Workspace)	E	A,I
Demonstrable experience of supplier and contract management.	E	A,I
Demonstrable experience of the control of assets within a large and complex estate.	D	A,I
Proven experience of the review and administration of contracts with 3rd party suppliers.	D	A,I
Knowledge of IT standards and best practice.	D	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
Strong interpersonal skills and ability to communicate effectively at all levels both verbally and in written form.	D	A,I
Excellent negotiation skills.	D	A,I
Good organisational skills, effective time management, and the ability to work to deadlines while efficiently organising own workload	D	A,I
Possess a keen attention to detail	D	A,I
Ability to create and maintain process documentation.	D	A,I
Ability to analyse data to produce service management information.	D	A,I



<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Demonstrate a genuine desire to work with people in order to provide excellent IT services.	<b>D</b>	<b>A,I</b>
Demonstratable can-do attitude.	<b>E</b>	<b>A,I</b>
Determination to deliver.	<b>D</b>	<b>A,I</b>
Commitment to working within a team environment	<b>D</b>	<b>A,I</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Willingness to work flexibly as and when required to meet the requirements of the role.	<b>D</b>	<b>A,I</b>
Ability to work effectively and efficiently from home and in the office.	<b>D</b>	<b>A,I</b>

**Key to Assessment Methods:** A – Application, I - Interview