

SFJHF18

Specify, commission and manage external contracts and agreements



Overview

This Unit is about helping managers to specify, commission and manage external contracts and agreements, including Service Level Agreements (SLAs). It is designed to include all forms of contracting with outside suppliers. It also includes managing grants made to agencies and community organisations for the provision of services e.g. grant funding of community safety projects. The term 'agreement' is more commonly used than contract in such cases so both have been used in the Unit. Service providers are also more likely to be preparing 'bid' for grants rather than tenders so again, both terms have been used.

The specification may be for either goods or services so 'supplier/service provider' has been used to include both.

The unit is recommended for senior and middle managers who have responsibility for planning, sourcing and managing contracts with external suppliers/service providers

SFJHF18

Specify, commission and manage external contracts and agreements

Performance criteria

You must be able to:

- P1 identify the need for outsourcing products or services and agree with appropriate stakeholders
- P2 develop contract/agreement specification and agree with appropriate stakeholders
- P3 publicise contract specification in appropriate ways and invite tenders/bids
- P4 draw up shortlist of potential suppliers/service providers using agreed criteria
- P5 select contractor following agreed national and organisational selection procedures
- P6 establish a contractual agreement with supplier/service provider
- P7 agree and review quality control compliance monitoring procedures
- P8 keep internal and external stakeholders informed about the contractual process
- P9 develop a contract compliance monitoring plan and agree with stakeholders
- P10 agree protocols and procedures for monitoring contract/agreement compliance with external supplier
- P11 implement and manage contract/agreement compliance monitoring procedures
- P12 review and evaluate contract progress and outcomes with supplier/service providers and agree any actions that need to be implemented

SFJHF18

Specify, commission and manage external contracts and agreements

Knowledge and understanding

You need to know and understand:

- K1 national and organisational policies and procedures on commissioning and service level agreements
- K2 methods of publicising contracts/agreement to be tendered
- K3 sources of external suppliers/service providers
- K4 how to produce a specification for external contracts/agreements
- K5 how to select external suppliers/service providers
- K6 the different types of contractual agreements that may be used across the Sector
- K7 the difference between inputs, outputs and outcomes
- K8 how to monitor and evaluate contract/agreement progress and compliance
- K9 what steps to take if the contract/agreement requirements are not met
- K10 what sanctions will be implemented if the contract outcomes are not met
- K11 what rewards can be implemented if contract terms and conditions are exceeded by the contractor
- K12 the ethical and legal requirements relating to the commissioning process and why it is important to comply with them

SFJHF18

Specify, commission and manage external contracts and agreements

Additional Information

Behaviours

1. You take personal responsibility for making things happen
2. You communicate clearly and effectively with stakeholders ensuring their understanding of and commitment to the process
3. You ensure that your publicity and selection criteria and practices are fair, transparent and follow good practice in terms of equality of opportunity
4. You clearly agree what is expected of others and hold them to account
5. You encourage external suppliers/service providers to discuss any potential problems and provide feedback in a positive way
6. You monitor contract progress on a continuous basis to establish any potential areas of concern and take steps to counteract these
7. You ensure the transparency and equality of the recruitment process and comply with all ethical and legal requirements for commissioning
8. You operate within the boundaries of your own role and responsibilities

Skills

Communicating
Planning
Reviewing
Problem solving
Monitoring
Decision making
Prioritising
Setting objectives
Evaluating
Negotiating
Analysing
Influencing

Links to other NOS

This unit is stand alone but may be linked to Unit HF19: Develop proposals to meet external tendering requirements

SFJHF18

Specify, commission and manage external contracts and agreements

Developed by	Skills for Justice
---------------------	--------------------

Version number	1
-----------------------	---

Date approved	September 2006
----------------------	----------------

Indicative review date	April 2011
-------------------------------	------------

Validity	Current
-----------------	---------

Status	Original
---------------	----------

Originating organisation	Skills for Justice
---------------------------------	--------------------

Original URN	SfJ HF18
---------------------	----------

Relevant occupations	senior and middle managers in Justice sector services
-----------------------------	-------------------------------------------------------

Suite	Managing Justice Sector Services
--------------	----------------------------------

Key words	specify external contracts and agreements, commission external contracts and agreements, manage external contracts and agreements
------------------	-----------------------------------------------------------------------------------------------------------------------------------