

THE IN-HOUSE TRAINING COMPANY

Introduction to contract management for public sector, local government and agencies

One-day workshop

Overview

This course is designed to introduce the fundamentals of contract management in the public sector by analysing how those involved in procurement and contract management can work in partnership and collaboration to deliver best value. It will examine the risks of poor contract management and how current processes can be strengthened to address these risks.

Understand the implications of the Procurement Act and in the context of contract management

Appreciate the contract management environment.

Understand the importance of contract management in delivering value for money.

Appreciate and avoid the risks and pitfalls of weak contract management.

Overall objective

To ensure the managers of contracts have appropriate training on this subject to increase skill, knowledge and confidence to deal with stakeholders and contractors to ensure service delivery.

Learning objectives

By the end of the programme participants will be able to:

- Understand the basics of managing contracts
- Exploit opportunities to extract extra added value and reduce risks
- Develop appropriate relationships with contractors and stakeholders
- Appreciate the implications of the Procurement Act
- Take a proactive and collaborative approach to managing contracts
- Understand and appreciate the range of types of contracts, including JCT/NEC design and build, TM, Minor Works, hard and soft FM
- Measure and improve contract performance
- Understand the impact of terms and conditions upon contract performance

Who should attend?

This course is designed for staff who are responsible for some contractual relationships, with relatively low value and low complexity contracts. This could include contract officers, administrators, contract managers, commercial managers, project managers, technical staff, service delivery teams, finance, or anyone who requires a refresher. These participants will mainly be involved in the operational aspects of managing contracts.

Course format

This one-day programme can also be delivered virtually.

The expert trainer adopts a proactive, participative, and participant-centred approach with emphasis on the practical application of the tools, techniques and templates discussed. The learning needs to be embedded into the fabric of the organisation and the trainer uses context-based case studies and other tasks to achieve this.

Special features

The content of this course has been cross mapped with the lead body WorldCC at Associate Level.

Certificates of attendance are provided on request (for CPD purposes: the programme qualifies for six hours, which for most professional bodies translates as six points).

The majority of the training we deliver is either tailored or completely bespoke. This workshop can therefore be delivered entirely as advertised, or it can be tailored to your particular requirements, or we can simply take it as a starting point for a conversation with you before we draft a completely bespoke programme for you – the choice is yours.

Expert trainer

Dr Ray Carter runs his own international training and development consultancy, specialising in procurement. A prolific author, his fourth book, Practical Contract Management, with Steve Kirby and Alan Oxenbury, was published in 2012. He has also had numerous articles and papers published in journals such as Supply Management and the Centre for Advanced Procurement's Praxis publication. Ray is Chairman of the Procurement Best Practice Forum, which is made up of many large blue-chip organisations, the purpose of which is to identify and disseminate supply chain management best practices. Ray's now famous '10 Cs' of supplier evaluation model, first published in 1995, has become an accepted model for the evaluation of suppliers and contractors and has been adopted by many organisations. It is also part of the CIPS level 4 syllabus.

In recent years, he has undertaken training and consultancy assignments across the UK and around the world for organisations such as DWP, NHS, Shell, Lucas Engineering and Systems, the Chartered Institute of Purchasing and Supply, BRC, Nederlandse Aardolie Maatschappij BV, Abu Dhabi Company for Onshore Oil Operations (ZADCO), NDC, Ericsson, British Aerospace, Marconi, BBC, Magnox, Ordnance Survey, Chevron, Caspian Pipeline Consortium, Tengzichevroil Company, Coca-

Cola, Shell International BV, IMechE, African Development Bank, United Healthcare, MLM, SEPA, Yorkshire Water, East Lothian Council, Medway Council, National Grid, City of Bradford MDC, etc.

Course agenda

- 1. Defining contract management and overview of the contracting process, mapping the 'territory', defining contracting as a process to secure the resource**
- 2. Gain a basic understanding of key contract clauses e.g., scope, payment terms, liabilities, termination options**
- 3. Identify the skills, knowledge, and attributes of the contract manager in the context of the organisation and their overall role and responsibilities**
- 4. Understand the critical success factors, including defining successful outcomes, effective stakeholder engagement and creating a shared vision of the outcomes**
- 5. Understand the importance of effective specification and scopes of work development**
- 6. Appreciate the value of stakeholder analysis, managing expectations and the 'shared vision' concept**
- 7. Create and develop appropriate commercial relationships, understand the different types of relationships, how to manage difficult relationships, contractor motivational issues**
- 8. Appreciate the key negotiation skills of persuading and influencing to work with stakeholders and contractors to improve outcomes**
- 9. How to deal with claims and variations, how to challenge contractor claims and requests for variations by making use of contractual terms and specifications to prevent false claims**
- 10. How to measure and improve contractor performance, developing KPI systems, contractual terms and conditions and basic legal principles.**
- 11. Appreciate the value of contract close and lessons learned.**

Any questions?

Please just give us a call on **01582 463463** – we're here to help!

Or visit www.theinhousetrainingcompany.com

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