



This tool is specific to a UK market

Sample Job Framework, National Health Service Contracts Manager

Functional Responsibilities

Contracts with NHS

- To manage existing NHS contracts and ensure compliance
- To monitor contract performance and manage any variation as appropriate
- To liaise with Contracts Administrator to ensure all necessary reports are produced and sent in a timely manner
- Work with Centre Managers and teams to ensure contract compliance
- To maintain an up to date database of contracts within region
- Organise and attend PCT Contract review meetings in area and build relationships to maintain these contracts • Provide regular briefings with internal stakeholders to discuss performance of local contracts
- Develop relationships and network with external stakeholders to strengthen the MSI position
- Ensure MSI are involved in local sexual health networks
- Identify areas to enhance service provision to PCT's by opening local centres to include early medical abortion
- Arranging and attending meetings and presentations to Primary Care Trusts, NHS Trusts, GP practices, Sexual Health leads, Family Planning clinics and other health care professionals

Business Development

- In liaison with Head of UK Contracts and Business Development Manager plan and implement business strategy for the region.
- Increase business and income from existing contracts
- Keep abreast of proposed changes in the NHS and identify the opportunities or threats these may present to MSI
- Liaise with Centre Managers in region to contribute to Business Planning
- On-going market research to find out local information on pricing, changes to service provision, new contract opportunities

Marketing

- Assist UK Marketing department with specific campaigns
- Feedback local information of interest to UK marketing team
- Liaise with marketing on information requirements for local NHS referrers (mailings, referral information etc)
- Assist and support the local Business Development Manager / Centre Managers with specific marketing campaign support as required

Success measures

- Continuation of all current contracts
- Production of monthly activity and finance summary for each contract

- Compliance with contract requirements for all reporting and service delivery requirements
- Reports and minutes from Contract Review meetings
- No of SHN meetings attended
- Reports/updates from all meetings and presentations
- Input into annual business plan for region
- Increase in MSI share of activity on current contracts
- Addition of new services to existing contracts
- Production of regular reports/updates
- Attending conferences and exhibitions that MSI promoting themselves at as required
- Raised local awareness among health professionals in MSI contract areas to encourage maximum referrals to MSI
- Attendance at marketing events

Qualifications:

- GCSE standard or equivalent in Maths and English
- Ideally educated to degree level standard or equivalent
- Full drivers licence, own car

Experience:

- Knowledge of the NHS / private healthcare
- Previous experience in contract management

Skills:

- IT literate
- Excellent communication skills – written / face to face
- Excellent presentation skills
- Ability to achieve results
- Excellent organisational and time management skills
- Sales / marketing techniques
- Negotiation techniques
- Accuracy and attention to detail
- Ability to follow things to their conclusion
- Pro-active with excellent initiative
- Ability to work autonomously

Attitude/Motivation:

- Diplomatic
- Confident
- Enthusiastic and self-motivated
- Flexible and reliable
- Persistent / tenacious
- Team player
- Committed to personal development