

Skills & Knowledge Programmes

Understanding Contract and Relationship Management in the Public Sector

Although most local authorities have enough Contract and Relationship Management skills to cover their major contracts, they often struggle to cover the multitude of smaller but equally important contracts that can have a major impact on service delivery. This programme will help non-specialists cover the main bases and develop the basic skills and knowledge sets required for this important activity. This half day programme was delivered as a part of the Capital Ambition (London) Service Transformation Academy (STA) programme which ended in March 2011.

AIM – To provide a broad overview of the basic principles of contract and relationship management as they apply in the UK public sector

- The programme will be delivered by Ken Cole, former LCE Director and procurement expert
- It has achieved an average delegate assessment of 4.4 (rated on a scale of 1-Poor to 5-Excellent) to date
- Delivered on site for up to 12 people of your choice – you provide the location and refreshments, and print the materials - we transfer the knowledge and skills
- Fixed cost of £495 plus VAT plus reasonable travel expenses at cost that will be agreed in advance

Who should attend?

Senior managers from service departments who require an understanding of the main tasks involved in contract and relationship management and how to apply the associated principles in their day to day work, and/or are looking to reduce costs on existing contractual arrangements.

Junior procurement and finance staff who wish to get an appreciation of the basic principles of contract management as a part of an ongoing development programme.

The programme is not designed for procurement specialists or representatives wishing to develop enhanced skills in terms of contract and relationship management and negotiation.

Benefits to Individuals Attending

The programme will help representatives:

- Gain an insight into the basic principles of contract and relationship management
- Discover how contract and relationship management can be used to reduce costs even with existing arrangements
- Learn about some of the commercial techniques that they can use to improve contract outcomes
- Understand how the contractor may view your organisation
- Be able to contribute to cost saving initiatives

Benefits to Employing Organisations

The programme will help local authorities:

- Improve contract performance and help reduce costs (direct cashable savings)
- Increase capacity by improve skills and knowledge sets of existing staff
- Provide a framework for understanding the effectiveness of their current arrangements and how future performance can be improved
- Understand what gaps and associated risks are present with their current contract and relationship management arrangements

Programme Outline

All local authorities are struggling to find significant cashable savings over at least the next three years from the £50B spent each year on services and products. There are many techniques for delivering such savings once contracts are due for renewal, but a lot of expenditure is already committed under diverse contract types. Managing these contracts and the associated relationships is essential, not only to ensure that the contractor performs as required and that costs and quality are not compromised, but also to find new ways of removing existing cost and future cost uplifts.

This programme will cover a lot of ground including:

- The basic elements of contract and relationship management
- Why it is so important to your organisation
- How contract performance is mostly determined when the output / outcome is defined
- How to identify which are the main contracts that need managing and where to allocate resources
- Key activities that need to be undertaken
- Dealing with a failing contract
- Setting up a shared contractor group with other local authorities
- Understanding your importance to the contractor
- Identifying where costs can be removed from existing contracts

The programme is interactive.

"Lots of useful material which provided a stimulus for interesting discussion and future action."

Sandy Baars – Senior Business Analyst,
Royal Borough of Kingston-upon-Thames

Presenter Details



The programme is presented by Ken Cole, former Commercial and Procurement Advisor to Capital Ambition and former Director of the London Centre of Excellence. Ken is a Fellow of the Chartered Institute of Purchasing and Supply (CIPS) and has worked at senior levels in procurement and project management for both the public and private sectors.

He has been involved in the inception of many high profile collaborative projects in London and other regions which have helped public sector organisations make significant cashable savings and expand commercial skills and knowledge.

Booking a Place

Booking is easy.

Either e-mail your enquiry to info@sps-consultancy.co.uk or telephone Alison McCreath on 01784 895040. The cost is fixed at £495 plus VAT plus reasonable travel expenses at cost that will be agreed in advance.