

Post Title: ICT Contracts Lead

Date: November 2025

Post Group Number: 8840

Job Family: Regulation and Technical

Job Family Role Profile: RT10

Final Grade: Grade 10

To be read in conjunction with the job family role profile.

Service Area Description

This role will be part of the Westmorland & Furness ICT Service, Enabler Services Directorate.

Purpose of this Post

- Reporting to the ICT Service Manager, this role will lead and oversee all Westmorland and Furness ICT related contracts and procurement activities across the council, ensuring value for money, compliance with procurement regulations and alignment with the council's strategy.
- Collaborate closely with the ICT PMO, Service Support and Operation teams to oversee all contracts transitioned to Westmorland and Furness Council from former county services, as part of the ongoing disaggregation of various services and systems.
- The role will support the delivery of complex, efficient, secure and innovative ICT services through effective supplier and contract management.

Key Job Specific Accountabilities

- Lead on the management of the full lifecycle of technical high value ICT contracts with support from the ICT Service Manager, including procurement, negotiation, implementation, monitoring and renewal
- Provide advice to enhance contract awareness and ensure compliance with public sector governance frameworks.
- Liaise with the service teams to understand the specialist ICT requirements and ensure contracts meet operational and strategic needs.
- Work closely with the legal and procurement teams to ensure compliance with public sector procurement regulations and Council policies.
- Collaborate with legal, procurement and ICT teams to ensure robust contract governance.
- Monitor supplier performance against SLAs and KPIs, addressing underperformance, developing improvement solutions, escalate areas of concern and fostering strong supplier relationships.
- Maintain accurate records of contracts, renewals and procurement activities.
- Provide technical advice to teams within dynamic ICT environments.
- Support budget planning and costs by providing accurate contract and expenditure data.
- Identify opportunities for cost savings, service improvements and innovation through effective contract management.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:**

- Encompassing both advisory and oversight functions
- **Staff Management Responsibilities:**
 - May provide assistance/guidance to other posts
- **Other:**
 - N/A.

Essential Criteria

- Relevant ICT degree or previous relevant work experience
- Proven experience in ICT contract management and/or procurement.
- Strong knowledge of public sector procurement regulations and best practices.
- Excellent negotiation, communication, and stakeholder management skills.
- Ability to analyse complex contractual and financial information.
- Strong organisational skills and attention to detail.
- Proficiency in contract management systems and Microsoft Office tools.
- Full UK drivers licence required to visit W&F offices when required.

Disclosure and Barring Service (DBS) Checks

- This post requires does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:**
 - None
- **Physical Demands:**
 - None
- **Working Conditions:**
 - No exposure to adverse weather, temperature and/or noise, normal levels of adverse people behaviour

Other Factors:

Desirable Criteria:

- CIPS qualification or equivalent.
- Understanding of ICT infrastructure, software licensing, and cloud services.