Additional Role Information

This job sits within the Commercial and Framework Management (CaFM) team, part of the Portfolio Management, Assurance and Commercial (PMAC) Directorate, in Flood and Coastal Risk Management (FCRM).

CaFM enables delivery of our Asset Management Delivery Portfolio, helping create a better place and resilient communities, by providing specialist Commercial and Framework Management services, including Operational Commercial Services, Should Cost and Benchmarking Intelligence, Operational Framework Management, Future Framework Provision, and a Commercial Centre of Excellence (CCoE).

The **Framework Manager** supports the development and mobilisation of new procurement frameworks leading on the implementation and management of operational frameworks to ensure efficient delivery of projects and services in line with the Environment Agency's goals.

Together with Defra Group Commercial, who provide Procurement services and Departmental CoE, we operate as the Commercial Function that enables delivery of our Asset Management Delivery Portfolio, creating a better place and resilient communities.

The Role

Key activities within the role include:

- Lead the coordination and development of framework governance through chairing the Framework Managers Group, fostering consistency, shared learning, and performance alignment across all live and closing frameworks.
- Act as Senior User in the planning and mobilisation of new frameworks, including launch meetings and ensuring frameworks are embedded effectively across delivery teams.
- Provide strategic oversight of supplier relationships, including the delivery of regular 1-2-1 partner sessions and the management of supplier performance issues, escalation processes, and corrective actions.
- Oversee the production and maintenance of the Framework Management Plan, working closely with colleagues to ensure effective application of templates, tools, and assurance measures.
- Support the successful closure and transition of frameworks by drafting and managing exit plans in collaboration with Delivery and Governance colleagues.
- Manage framework novations to ensure seamless supplier transitions and minimise disruption to delivery.
- Act as Client Manager, maintaining strong, collaborative relationships with internal and external stakeholders and ensuring their needs are represented throughout the lifecycle of each framework.

- Lead on the creation and delivery of stakeholder engagement plans to support framework awareness, engagement, and collaboration.
- Provide strategic input into the planning and assurance of framework activities, including the management of assurance indicators and the preparation of quarterly framework surgeries.
- Attend and represent the team at framework launches, ensuring alignment with commercial objectives and delivery ambitions.
- Drive continuous improvement of the Framework to ensure it is Operational.
- Collaborate with other Framework Managers and across the team to build consistency and resilience between the Frameworks, including participation in Framework Surgeries.
- Line Management.
- Attend and input into relevant Communities of Practice, supporting driving forward collaboration and innovation.

The Team

The Framework Management team, part of CaFM, is responsible for overseeing the full lifecycle of operational frameworks from their launch through to closure and transition to new arrangements. These frameworks support the Environment Agency and other Risk Management Authorities in delivering capital projects, ongoing maintenance, safety works, and mapping and modelling services.

The team is nationally dispersed across the country and regularly come together to collaborate and deliver programmes of work. This includes all-team meetings in central locations, such as Leeds, Birmingham or London, and framework specific meetings with suppliers.

The team currently manages several active frameworks, including the Collaborative Delivery Framework (CDF), Modelling and Mapping Framework 2024 (MMF2), Asset Operation, Maintenance and Response Framework (Asset OMR), Property Flood Resilience Framework 2024 (PFR2024), MEICA (Maintenance and Electrical Instrumentation and Control Regulation), and the Construction Professional Services 1 Framework (CPS1).

They also handle exit planning and outstanding work from closed frameworks such as the Marine and Coastal Framework (MCF), FCERM Operational Framework (FOF), Client Support Framework (CSF), and the original Mapping and Modelling Framework (MMF).

The Framework Managers also act as Senior User Representatives in development of future Frameworks and renewals, such as Collaborative Delivery Framework 2 (CDF2) and CPS2 (FRAM).