

# Role Profile

## Role Title: Contract Management Analyst

**Company:** Aster Group Group Services

**Directorate:** Growth and Assurance

**Department/Team:** Group Procurement

**Reports To:** Contract Management Lead

**Direct Reports:** None

**Agile Worker Category:** Hybrid

**Dimensions (budget, people span of control):** No direct budget or people management responsibility. The role supports delivery of financial and performance objectives through analysis and reporting that informs contract management and commercial decision-making

**Last updated:** March 2026

### Role Purpose

The Contract Management Analyst supports the effective delivery of contract management across Aster Group through the provision of accurate contract data, structured reporting and commercial insight. The role is responsible for maintaining contract management systems and processes, ensuring the integrity, visibility and accessibility of contract information to support effective oversight across the organisation.

The role provides analysis of contract performance, supplier delivery, risk and value to support decision making, performance management and commercial activity across the contract portfolio. It also supports the development and continuous improvement of contract management reporting, insight and processes, helping to embed consistent practices and provide a reliable evidence base for benefits realisation, audit and organisational reporting.

### Key Accountabilities

- **Contract systems and data management**  
Support the configuration, maintenance and ongoing suitability of contract management systems to enable effective capture, monitoring and reporting of contract information, ensuring contract data is accurate, complete and up to date.
- **Portfolio reporting and insight**  
Develop and produce key contract portfolio reporting to support governance and oversight, including regular reporting to senior leadership on overall and category-level contract compliance, supplier delivery performance, risk and opportunities across contracts, highlighting areas of good performance and those requiring intervention.
- **Contract performance and risk analysis**  
Analyse key contract performance reports and management information to assess delivery against targets. Support departmental contract managers in identifying trends, risks and opportunities, including variances in spend, pricing and scope of delivery, enabling targeted intervention to ensure performance meets or exceeds expectations.
- **Contract commercial and risk analysis**  
Review the agreed terms within key contracts to assess actual delivery and commercial position against contractual obligations, supporting Group Procurement colleagues in

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performance discussions, specification changes, dispute resolution and continuous improvement across the contract portfolio.

- **Market and supplier insight**

Develop and maintain insight on relevant supply markets and key suppliers, including financial standing, performance trends across housing clients and emerging risks, by using internal data, market intelligence and external engagement to support proactive supply chain management and enable Aster to operate as an informed and intelligent client.

- **Support to contract performance management**

Support Group Procurement and departmental contract managers to prepare for and undertake scheduled reviews for key contracts. Analyse the effectiveness of contract review processes and performance measures to identify opportunities to improve contract management and delivery outcomes.

- **Benefits tracking and reporting**

Support the tracking and reporting of benefits realised through strategic contract management and commercial interventions, providing a clear evidence base of impact on financial, social and environmental outcomes.

- **Process and reporting improvement**

Support the development and continuous improvement of contract management processes, reporting and tools to improve efficiency, consistency and data quality, and support adoption of contract management practices across the organisation.

## *Complexity*

The role operates at a moderate to high level of complexity, requiring detailed analysis, interpretation and application of contract data, performance information and contractual terms. It involves working across multiple contracts, systems and data sources to assess performance, risk and commercial position, often where information is incomplete, inconsistent or requires interpretation. The role must identify trends, variances and emerging risks, and translate these into clear insight to support prioritisation and intervention. Problems are varied and not always clearly defined, requiring judgement to determine the appropriate analysis and level of detail, while ensuring outputs are accurate, relevant and accessible to a range of stakeholders.

## *Impact*

The role has organisation-wide impact through the provision of contract portfolio insight that informs decision-making on performance, risk and value across Aster's supply chain. It supports Group Procurement and departmental teams by identifying areas of underperformance, emerging risk and commercial opportunity, enabling timely and targeted intervention. The role influences decisions relating to contract performance management, commercial actions and prioritisation of resources, but does not hold direct decision-making authority. It operates with a degree of autonomy in determining the appropriate analysis, interpretation and presentation of information, within established frameworks and governance arrangements.

## *Influence*

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The role requires effective communication and relationship management skills to work with Group Procurement, departmental contract managers and other stakeholders across the organisation, supporting consistent contract management practices. It involves building credibility as a trusted source of insight, using analysis to inform and influence discussions on contract performance, risk and commercial matters. The role also engages with external parties, including suppliers and peer organisations, to gather market and supplier intelligence. Communication must be clear and adaptable, translating complex data and analysis into accessible information to support understanding, decision-making and action.

## *Resources Management*

The role is responsible for maintaining contract management systems and data, and to produce contract portfolio reporting used to inform governance and decision-making across the organisation. The role supports the management of key supplier and market insight relationships and contributes to the effective use of contract and procurement systems.

## **Experience and Qualifications**

- Experience in a contract management, commercial, procurement or analytical role, with exposure to contract performance monitoring and reporting.
- Experience of analysing data to identify trends, risks and opportunities, and presenting findings to support decision-making.
- Experience of working with contract management, procurement or finance systems to manage and interpret data, and using reporting tools such as Excel, Power BI and MS Dynamics to analyse and present information.
- Understanding of contract structures, key commercial terms and performance measures, and how these are applied in practice.
- Experience of supporting performance reviews, commercial discussions or similar governance processes.
- Experience of working in a structured governance environment, such as a regulated or public sector organisation, or within complex organisational frameworks.
- Ability to interpret and present complex information clearly to a range of stakeholders, adapting communication to suit different levels of understanding.
- Strong attention to detail and ability to manage and maintain accurate data across multiple systems and sources.
- Ability to prioritise and manage multiple tasks, using judgement to determine appropriate levels of analysis and focus.
- Desirable: Relevant professional qualification or working towards one (e.g. CIPS or similar), or equivalent experience in a commercial, procurement or contract management environment.

## *General*

- Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.

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- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times.
- Comply with the requirements of the Aster Group Data Protection, Privacy & Confidentiality Policy, the IT Security & Usage Policy and supporting Data Protection Framework insofar as they relate to the duties of the role.
- If the role is a people leader, they will conduct suitable and sufficient risk assessments (including stress assessments) for their area of operations, record the findings and reduce risk to an acceptable level.
- This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.

*Internal use only*

<i>Role code</i>	<i>Version</i>	<i>Created/last updated (month/year)</i>	<i>Author</i>