

Job Description

Job Title:

Contract Manager

Main purpose of role:

To enhance the commercial effectiveness of Streets Heaver's client engagements by optimising contract structures, negotiation strategies, and renewal processes—ensuring that our products and services are positioned competitively and compliantly for both new and existing customers.

Annual salary:

£38,500 to £50,000

Employment Type:

Full Time : (08:30 to 17:15, Mon to Fri)

Job location:

Lincoln - Hybrid working (with in office contract) – Minimum of 2 days in the office per week with regular in-office team meetings each month – You can expect to be in the office around 8-10 days a month.

Reporting to:

Head of Commercials

Duties and Responsibilities:

We require a detail-oriented and commercially savvy Contract Manager to support our sales/commercial team in drafting, reviewing, and negotiating customer contracts. This role is critical in ensuring that our agreements are legally sound, commercially viable, and aligned with internal policies and customer expectations.

- To draft, review, and negotiate a wide range of customer-facing agreements including SaaS contracts, service level agreements (SLAs), data protection addenda (DPAs), licensing terms and variation letters.
- To collaborate with sales, legal, finance, and product teams to align contract terms with business goals and risk appetite.
- Contribute to the development of a formalised contract playbook.
- Maintain and update contract templates, clause libraries, and fallback positions.
- Support the contract lifecycle process from initiation through execution, renewal, and termination.
- Track contract status, approvals, renewals, break clauses, special conditions and obligations using contract management tools (likely to be Salesforce CRM).
- Provide guidance to internal stakeholders on contractual risks, obligations, and negotiation strategies.
- Ensure compliance with relevant regulations (e.g., GDPR, NHS frameworks) and internal policies.
- Participate in regular review meetings with client-side Contract Managers to assess performance and compliance.
- Act as primary point of contact for contract-related queries from internal teams and external clients.
- Support onboarding and handover documentation for operational teams.
- Identify opportunities to streamline contract processes and reduce risk exposure.
- To support the completion of Supplier Due Diligence Questionnaires or DPIA's from our Customers.

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- To develop and maintain a basic working understanding of our own products, services, new features and modules, to support the contracting process.
- To keep up to date with professional sector news and regulations.
- To maintain the professional image of the company.
- Any other such duties that may be reasonably required.

Essential skills

- Ideally a Legal qualification (LLB, LPC, or equivalent professional qualification in Business, Contract Management or Procurement), or recent experience in contract management, legal operations, or commercial support—ideally within a software or technology company.
- Strong negotiation and drafting capabilities—proficiency in drafting, reviewing, and managing contracts is crucial for mitigating risks and ensuring compliance.
- Risk management—Identifying potential risks in the contract process and developing strategies to mitigate them
- An understanding of SaaS business models, data protection, and IP licensing.
- An excellent command of the English language, both written and verbal with a keen eye for detail, with a GCSE pass at grade B/6 or above.
- Good numeracy skills, with a GCSE pass at grade B/6 or above.
- A thorough working knowledge of Microsoft Office (Word, PowerPoint, Excel).
- Excellent organisational skills with the ability to work well under pressure and to deadlines.
- Possesses a confident and friendly attitude with a calm, unflustered demeanor and a can do attitude.
- Excellent telephone manner and the ability to communicate with all levels of seniority.
- Ability to prioritise own workload and respond to the changing needs of the business.
- The ability to use initiative and to be able to work both alone and as part of a team.

Desirable skills

- Knowledge of Salesforce CRM
- Familiarity with NHS Terms and Government Framework Contracts.
- Understanding of industry quality and information security standards & regulations i.e ISO9001, ISO27001, Cyber Essentials Scheme, UK/EU GDPR.

Why you should pick us:

- **Dedicated PDP time:** We give you dedicated time to be spent on your personal development each week.
- **We'll help grow your knowledge:** We have a dedicated internal Learning and Development department to help upskill you throughout your career with us.
- **Everyone needs a break sometimes:** We give 22 days' annual leave, plus bank holidays (increasing with service).
- **To help you celebrate:** We provide an extra day off for your Birthday.
- **Make a difference:** Enjoy an extra day off annually to dedicate to volunteering and giving back to the community.
- **Team building is important:** We have a departmental outings budget so everyone can get to know each other outside of work. We also have regular companywide events.
- **New starter WFH allowance:** Outside of your technical equipment, which we of course provide, we also give £100 Work from Home Allowance to go toward anything else.
- **Thinking of the future:** We have Pension & Private Healthcare Insurance schemes.
- **Drive green:** Take advantage of our electric car leasing scheme via salary sacrifice.

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- **Stay active, earn rewards:** We provide MyZone fitness watches to help you stay active and healthy. By consistently engaging in physical activity, you can earn up to 3 extra days of holiday per year — a great way to boost wellbeing and reduce absence.

Employment is subject to:

- Successful completion of DBS check with reviews
- Proof of eligibility to work in the UK

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.