

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Contract Manager
DIRECTORATE:	Climate, Homes and Economy
SERVICE:	Employment, Skills and Adult Learning
GRADE:	PO5
LOCATION:	London Borough of Hackney
RESPONSIBLE TO:	Head of Commissioning and Performance
RESPONSIBLE FOR:	Supervision responsibility and matrix manage staff involved on the project

PURPOSE OF THE JOB:

- The postholder will support the Commissioning and Performance team in developing, maintaining and promoting a robust and effective contract management regime across the service area. The role is required to work collaboratively across the service area; supporting and challenging all staff to ensure the Council achieves effective outcomes for customers plus continuous innovation and improvement of the Employment, Skills and Adult Learning services.
- To lead the effective coordination and delivery of the Council's Employment, Skills and Adult Learning Jobs and Skills for Londoners and Adult Skills funding provision, with a current value of around £3 million per annum, provided by the in-house team as well as commissioned providers

MAIN AREAS OF RESPONSIBILITY:

- Responsible for managing contracts within Employment, Skills and Adult Learning service specifically focused on Adult Skills funding and Job and Skills for Londoners.

- Responsible for managing contractual performance and risk through monitoring and managing delivery across commissioned Employment, Skills and Adult Learning programmes and projects.
- Own the interpreting and managing of external provider performance data, including all the KPIs and PIs and challenging stakeholders to ensure data accuracy.
- Drafting, reviewing, and negotiating contracts with Adult skills providers, ensuring clear terms and conditions regarding service delivery, performance metrics, pricing, and compliance with relevant grant funding regulations
- Regularly reviewing provider performance against contractual agreements, tracking key performance indicators (KPIs) like participant satisfaction, attendance rates, and achievement of learning outcomes.
- Building and maintaining relationships with internal stakeholders and external providers, communicating contract details and addressing any concerns.
- Identifying potential risks associated with Adult skills contracts and implementing mitigation strategies to minimise negative impacts.
- Monitoring contract budgets, ensuring cost-effectiveness, and managing contract variations.
- Preparing regular reports on contract performance, identifying areas for improvement, and presenting findings to relevant stakeholders.
- To oversee analysis into continual improvement of service delivery and improved value for money.
- To respond quickly and effectively to ad hoc requests for performance information
- To represent the Council at external meetings.

TEAM:

- Work collaboratively with teams and individuals across the Council and partners.
- Provide clarity around expected outcomes and standards.
- Develop staff to realise their potential, manage their careers and therefore improve outcomes for Hackney residents.

- Manage staff performance appropriately by providing constructive feedback and taking action where performance falls below the expected standard

OTHER DUTIES AND RESPONSIBILITIES:

- Undertake additional duties consistent with the role as may be allocated by the Head of Service
- Ability to set and prioritise a heavy and demanding workload to meet deadlines.
- Ability to use word processing and advanced spreadsheet packages.
- Put forward new and innovative ways of delivering services that provide high quality and good value for money.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

KNOWLEDGE AND EXPERIENCE

- Knowledge and experience of managing and reporting on performance of skills initiatives including progress against milestones and outputs. Knowledge of performance management tools and techniques.
- Strong record of successfully leading programmes and projects.
- Strong contract management and monitoring skills and ability to develop early warning systems to identify potential issues of under-performance and/or non-compliance of programmes
- Strong record of successfully leading programmes and projects.
- Able to develop and deliver a range of KPIs and quality assurance measures including creating opportunities to gain residents feedback

- Demonstrated performance management techniques and an ability to develop, negotiate and challenging outcomes and goals
- Managing and prioritising a complex workload balancing organisational and service led demands, project management and support to staff and residents as needed
- Able to evidence experience of delivering positive outcomes in the following areas:
 - Procurement commissioning
 - Partnership working/working across the public sector
 - Managing project budget

QUALIFICATION

- The post holder will have a relevant degree and/or postgraduate qualification, although consideration will also be given to applicants who are not qualified but who can demonstrate they have worked at the required level for a significant period of time.
- A project or programme management qualification is desirable.

SKILLS and ABILITY

Accountability

- Experience of building positive relationships with a range of both internal and external stakeholders, understands political drivers and the role of members
- Experience of creating a culture of learning, to maintain a capable and high performing workforce.

Delivery

- Experience of developing structured plans, setting clear delivery objectives that implement strategy and supporting managers to develop clear approaches to learning and evaluation that help drive continuous improvement.

Decision Making

- Experience of making decisions through the analysis of relevant information and risk assessment.
- Able to make decisions that demonstrate commitment to the Council's vision for a better Hackney.

Working Together

- Experience of cross organisational working, taking into account others' views and that harnesses the benefits of having a diverse workforce.
- Experience of developing teams that takes account of the needs of diverse stakeholder groups.

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