

**Job Description**

**Job Title** **Contract Manager**

**Responsible to** Director of Operations (Greater Manchester)

**Job Purpose**

The **Contract Manager**will lead the delivery of the ***Connect To Your Future*** Project and be responsible for delivering the Project’s objectives. Delivery will be across the 10 local authority areas of Greater Manchester, through direct delivery in Manchester and Salford and through a supply chain in the remaining areas. They will lead a contract management team to ensure that delivery achieves the contracted targets and draws down full contract value. This will include: leading the implementation and operation of the performance management, quality and assurance and compliance frameworks for the contract; monitoring and reporting on the performance of the delivery of the programme and supply chain members; and leading on the roll out of initiatives to improve the quality and performance of direct and supply chain delivery.

They will lead the development and maintenance of excellent collaborative relationships with local Youth and NEET providers, stakeholders (including young people) and employers will be key to the success of the project.

**This programme is part financed by the European Union.**

###### Principal Duties and Responsibilities

1. To monitor and manage supply chain members’ performance against individual subcontract profiles, requirements and overall programme targets.
2. To monitor and manage delivery plans and associated profiles of supply chain members and ensure they are based on proven performance, capacity, capability and contract targets.
3. To use MI analysis and customer feedback to ensure that provision is meeting the service requirements, the needs of participants, in particular locally defined priority groups.
4. Work with Career Connect colleagues to ensure all members of the supply chain have robust Performance Management, Quality Assurance and Compliance systems in place and that they meet Career Connect and contract requirements.
5. Undertake quality and compliance visits, observations and audits on members of the supply chain to ensure provision is in line with Career Connect and contract requirements.
6. Undertake regular training needs analyses across the supply chain and help implement performance improvement strategies where required.
7. Convene the subcontractor network meetings in order to share experiences, develop solutions to identified challenges and share best practice.
8. Provide the commissioner, supply chain and provider framework’s point of contract for payment claims, providing appropriate escalation in cases where there is dispute.
9. To ensure that young people are fully involved in shaping and developing the service, including line management of the Youth Voice Coordinator.
10. Management of the Team Manager (Manchester & Salford direct delivery), Contract Coordinator and the Contract Assistant.
11. To make an active and effective contribution to the Career Connect management team, representing the Charity at meetings and fora involving a range of organisations and agencies.
12. Manage customer liaison strategies, which enhance the quality and range of services and outcomes.
13. To manage effectively delegated budgets, ensuring value for money in all Career Connect resources including the deployment of staff.
14. To support the management of change and the development of the workforce.

**Corporate Duties and Responsibilities**

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| 1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio. 2. Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with Career Connect Safeguarding policy and procedures. |
| 1. Helping to maintain a safe and healthy working environment in accordance with Career Connect Health and Safety policy and procedures. |
| 1. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the Data Protection Act 2018, GDPR and other legislation with regard to the processing of any personal data. |
| 1. Promote and maintain Career Connect policies on Equality, Dignity at Work and Code of Conduct. 2. Adhere to Career Connect policies and procedures on sustainability. |
| 1. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed. |
| 1. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations. |
| 1. Act in a risk aware rather than risk adverse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.   This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. |



**Person Specification**

1. Experience of taking the lead in managing activities regarding the provision of services for young people and/or adults.
2. Experience in defining business plan objectives, and managing the delivery of specified outcomes and targets
3. Experience of building professional networks that include positive relationships with commissioners, partners and other appropriate stakeholders.
4. A strong track record in identifying opportunities to promote the professional reputation, and raise the profile of services offered.
5. A relevant professional qualification at Level 4 or equivalent.
6. A commitment to equal opportunities and experience of effective strategies in relation to this issue.
7. Knowledge of the range of Government Initiatives impacting upon the work of the Career Connect.
8. A minimum of two years budget and resource management experience.
9. An ability to demonstrate experience of leading a team of high performing professionals to achieve customer outcomes and business success.
10. A minimum of two years’ experience in line managing staff