

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Post Title:</b>	Contract Executive
<b>Responsible to:</b>	Deputy Director of Operations
<b>Posts Reporting to this Post:</b>	None
<b>DBS Required Level:</b>	Standard
<b>Date of Description:</b>	August 2020

### ROLE DESCRIPTION

To support the delivery of Co-Production and community development contracts.

Accountable for 95% of local earn and reward partners met/exceeded expectations.

You are proactive and passionate about communities and about creating positive, lasting change that builds on the skills and assets of all. You have significant experience of customer engagement and enable customers to understand the features and benefits of our products. You are able to communicate effectively about our work, build relationships quickly and collaborate with team members to achieve a goal. You are target driven, with the ability to stay on top of a varied and demanding workload.

### KEY RESPONSIBILITIES

- **Profile and Relationship Management**
  - Co-ordinate the delivery of core messages per the messaging delivery plan via the customer service team
  - Delivery of key messages to non-critical partners directly and via the Customer Service team
  - Identify, build and manage the relationships with non-critical public and voluntary organisations, key private sector organisations and others through a variety of means
- **Capability and Capacity Building**
  - Provide baselining information to support the identification of local capability and capacity
  - Deliver local activities and training directly or through others to support the delivery of the local capability and capacity building plan
- **Project Management**
  - Development, maintenance and delivery of an account management plan for:
    - Earn Partners
    - Reward Partners
  - Deliver local activities and training directly or through the customer support team
  - Produce management information against contract deliverables
  - Report management information to the earn and reward partners

- **Build and Maintain the DTC Network**
  - Support the business development teams, convert leads into contracted local earn and reward partners, using templates, events, training, workshops and meetings to recruit local earn and reward partners
  - Schedule with the CST the onboarding of earn and reward partners
  - Develop and contact plan for these partners and manage (using account management resource from CST where appropriate) to deliver it with local earn and reward partners
  - Recruit and manage teams of ambassadors to help promote local DTC networks (Wales only)

#### **IN ADDITION;**

- To carry out health and safety responsibilities in accordance with the Health & Safety Responsibilities document.
- To undertake such other duties and responsibilities commensurate with the salary, as may be reasonably required by Tempo, or as a mutually agreed development opportunity.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.***

## PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post. The Knowledge/Education and Experience/Skills sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The Competencies section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The Special Conditions section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE / EDUCATION</b>	<ul style="list-style-type: none"> <li>○ Knowledge and proficiency in the use of Microsoft Office packages</li> </ul>	<ul style="list-style-type: none"> <li>○ Understanding of community, public and voluntary sectors</li> <li>○ Understanding of health and social care services</li> </ul>
<b>EXPERIENCE / SKILLS</b>	<ul style="list-style-type: none"> <li>○ Working with commissioner executives</li> <li>○ Representing a medium sized organisation at events</li> <li>○ Managing and building relationships with stakeholders from third, public or business sectors</li> <li>○ Monitoring business plan and budgets</li> <li>○ Planning multiple projects</li> <li>○ Negotiating internally and externally for services provided as part of contract delivery</li> <li>○ Simplifying business processes</li> <li>○ Product/service development</li> <li>○ Managing customer accounts</li> <li>○ Working in a matrix managed organisation</li> <li>○ Organising, prioritising and planning</li> <li>○ Ability to manage a busy workload</li> <li>○ Attention to detail</li> </ul>	

<b>COMPETENCIES</b>	
<b>WORKING WITH OTHERS</b>	
<b>Building and Maintaining Relationships</b>	<ul style="list-style-type: none"> <li>○ Develops new professional relationships</li> <li>○ Understands the needs of others, the constraints they face and the levers to their engagement</li> <li>○ Identifies opportunities for shared working to minimise duplication and deliver shared goals</li> </ul>
<b>Communicating &amp; Influencing</b>	<ul style="list-style-type: none"> <li>○ Communicates openly and inclusively with internal and external stakeholders</li> <li>○ Presents a credible and positive image both internally and externally</li> <li>○ Persuades others, using evidence-based knowledge, modifying approach to deliver message effectively</li> </ul>
<b>ORGANISATIONAL CONTEXT</b>	
<b>Responding to Change</b>	<ul style="list-style-type: none"> <li>○ Anticipates and adapts flexibly to changing requirements</li> <li>○ Uses challenges as an opportunity to learn and improve</li> <li>○ Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure</li> </ul>
<b>DELIVERING RESULTS</b>	
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>○ Prioritises work in line with key team or project deliverables</li> <li>○ Pays close attention to detail, work is delivered to a high standard</li> <li>○ Makes contingency plans to account for changing work priorities, deadlines and milestones</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>○ Processes and distils a variety of information to understand a problem fully</li> <li>○ Turns ambiguous or difficult situations into opportunities</li> <li>○ Proposes options for solutions to presented problems</li> </ul>
<b>Stakeholder Focus</b>	<ul style="list-style-type: none"> <li>○ Seeks to understand requirements, gathering extra information when needs are not clear</li> <li>○ Presents Tempo positively by interacting effectively with stakeholders</li> <li>○ Actively engages partners and encourages others to build relationships that support Tempo objectives</li> </ul>
<b>Managing and Developing Performance</b>	<ul style="list-style-type: none"> <li>○ Agrees and monitors challenging, achievable performance objectives in line with Tempo's priorities</li> </ul>
<b>SPECIAL CONDITIONS</b>	<ul style="list-style-type: none"> <li>○ Flexible regarding working hours including evenings &amp; weekends</li> <li>○ Willingness &amp; ability to travel independently.</li> <li>○ Some regional travel and national travel with overnight stays.</li> </ul>