

JOB DESCRIPTION & PERSON SPECIFICATION

Post Title:	Contract Executive
Responsible to:	Deputy Director of Operations
Posts Reporting to this Post:	None
DBS Required Level:	Standard
Date of Description:	June 2022

ROLE DESCRIPTION

To support the delivery of Cornwall Tempo Time Credit Contract.

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 community engagement and enable partners to understand what Tempo and Time Credits are all about and how we can support their outcomes. 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, committed to making a real change in the lives of vulnerable people. You have the ability to manage a portfolio of partnerships and a varied and demanding workload.

KEY RESPONSIBILITIES

- **Profile and Relationship Management**
 - Build and manage the relationships with public and voluntary organisations, key private sector organisations and others through a variety of means
 - Maintain existing Earn Group relationships (service providers and community/voluntary organisations)
 - Build the Cornwall Earn network to support vulnerable families
 - Maintain existing Recognition Partner (businesses and social enterprises) relationships and establish new partnerships
 - Co-ordinate the core messages with groups registered with Tempo
- **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 a project plan for:
 - Earn Partners
 - Recognition Partners
 - Deliver local activities and training directly or through the customer support team

- Produce management information against contract deliverables both for commissioners quarterly and for internal reporting.
- Report management information to the Earn and Recognition Partners
- Run regular Network meetings for Earn Groups.
- Support and evaluate Social Prescribing pilot.

- **Build and Maintain the Digital Time Credits Network**
 - Review contract performance against KPIs
 - Schedule group support based on KPI performance
 - Support groups to get the best use of Time Credits within their service/organisation
 - Support and encourage volunteers to use their Time Credits
 - Propose improvements to the Digital Platform based on user feedback

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, 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
KNOWLEDGE / EDUCATION	<ul style="list-style-type: none"> ○ Knowledge and proficiency in the use of Microsoft Office packages ○ Understanding of community, public and voluntary sectors ○ 	<ul style="list-style-type: none"> ○ Understanding of health and social care services ○ Understanding the geography and demography of Cornwall ○ Understanding of Co-production
EXPERIENCE / SKILLS	<ul style="list-style-type: none"> ○ Managing multiple partnerships ○ Managing and building relationships with stakeholders from third, public or business sectors ○ Planning multiple projects ○ Presenting to groups both virtually and in person ○ Organising, prioritising and planning ○ Negotiating internally and externally for services provided as part of contract delivery ○ Simplifying business processes ○ Writing communications for newsletters and social media ○ Service development ○ Working in a matrix managed organisation ○ Ability to manage a busy workload ○ Attention to detail 	<ul style="list-style-type: none"> ○ Working with senior executives ○ Representing a medium sized organisation at events ○ Experience working in organisations supporting vulnerable adults and/or families

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