# JOB DESCRIPTION & PERSON SPECIFICATION

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| **Post Title:**  | Contract Manager  |
| **Responsible to:**  | Director of Operations  |
| **Posts Reporting to this Post:**  | None  |
| **DBS Required Level:**  | Standard  |
| **Date of Description:**  | August 2020  |

## ROLE DESCRIPTION

To manage and deliver Co-Production and community development contracts.

Accountable for all contract deliverables including profitability.

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** o Identify (with the support of the marketing teams) the key messages, audiences and channels to promote core messages
	+ Manage the delivery of the core messages based on templates (from marketing, business development teams)
	+ Delivery of key messages to critical partners
	+ Identify, build and manage the relationships with critical public and voluntary organisations, key private sector organisations and others through a variety of means

* **Capability and Capacity Building** o Identify and develop a local capability and capacity building work plan o Deliver and manage the delivery of the local capability and capacity building plan

* **Contract Management** o Support the business development team in contract renewals and winning new business and developing bids
	+ Identify consultancy add ons and increased DTC contract volumes o Development, maintenance and delivery of a contract management plan with the commissioner and key earn and reward partners
	+ Develop and manage the local activity and training delivery plan o Production of regular contract reports for the commissioner o Management of a contract budget and resources plan

* **Build and Maintain the DTC Network** o Promote the value of becoming a local earn and reward partners, using templates, events, training, workshops and meetings to generate interest
	+ Approve new earn and reward partners on the DTC o Review the contact plan for earn and reward partners o Promote the ambassadorial role in Wales (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.

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| **ATTRIBUTE**  |  | **ESSENTIAL**  |  | **DESIRABLE**  |
| **KNOWLEDGE / EDUCATION**  | o  | Knowledge and proficiency in the use of Microsoft Office packages  | o  | Understanding of community, public and voluntary sectors  |
|  |  |  | o  | Understanding of health and social care services  |
| **EXPERIENCE / SKILLS**  | o  | Working with Directors/Trustees and Senior Executives  |  |   |
|  | o  | Representing a medium sized organisation at events  |  |  |
|  | o  | Managing and building relationships with high level stakeholders from third, public or business sectors  |  |  |
|  | o  | Developing and managing business plan and budgets  |  |  |
|  | o  | Planning multiple projects  |  |  |
|  | o  | Managing delivery teams  |  |  |
|  | o  | Complex contract management  |  |  |
|  | o  | Negotiating internally and externally for services provided as part of contract delivery  |  |  |
|  | o  | Developing and simplifying business processes  |  |  |
|  | o  | Product/service development  |  |  |
|  | o  | Managing significant customer accounts  |  |  |

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|  | o  | Working in a matrix managed organisation  |  |
|  | o  | Business case development  |  |
|  | o  | Organising, prioritising and planning  |  |
|  | o  | Ability to manage a busy workload  |  |
|  | o  | Attention to detail  |  |

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|  | **COMPETENCIES**  |
|  | **WORKING WITH OTHERS**  |
| **Building and Maintaining Relationships**  | * 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
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| **Communicating &** **Influencing**  | * 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
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|  | **ORGANISATIONAL CONTEXT**  |
| **Responding to Change**  | o Anticipates and adapts flexibly to changing requirements o Uses challenges as an opportunity to learn and improve o Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure  |
|  | **DELIVERING RESULTS**  |
| **Planning and Organising**  | * 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
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| **Problem Solving**  | * Processes and distils a variety of information to understand a problem fully
* Turns ambiguous or difficult situations into opportunities o Proposes options for solutions to presented problems
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| **Stakeholder Focus**  | * 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
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| **Managing and Developing Performance**  | o Agrees and monitors challenging, achievable performance objectives in line with Tempo’s priorities  |
| **SPECIAL CONDITIONS**  | * Flexible regarding working hours including evenings & weekends o Willingness & ability to travel independently.
* Some regional travel and national travel with overnight stays.
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