



European Union
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Job Title: SSW Contract Manager (Fixed Term Contract)	Pay Grade: £30 -35k per annum
Normal Place of Work: Yorkshire & Humber	Line Manager: Director of Contracts & Employment Services
<p>Role Summary: To support the Director of Contracts & Employment Services in the delivery of ESF Skills Support for the Workforce programmes across Yorkshire and the Humber.</p> <p>Manage a comprehensive portfolio of specialist delivery partners and direct delivery teams against agreed financial profiles and contract deliverables in key growth sectors across 2 LEP geographies.</p> <p>Ownership for developing key stakeholder relationships with the Local Enterprise Partnerships (LEPs), employers, referral organisations and appropriate funding bodies.</p> <p>This role requires flexibility, personal drive and a commitment to exceeding contractual targets as well as the ability to produce comprehensive reports and statistical analysis of operational activity across 2 LEP regions.</p>	

Principal Accountabilities:

1. Full responsibility for contract performance, compliance, ensuring that all partners operate within agreed parameters and to the defined criteria of the SSW contract in their LEP area.
2. Own and lead the on-boarding process of all delivery partners, ensuring all due diligence processes are completed and appropriate frameworks are in place for immediate contract delivery.
3. Monitor and report to the Director of Contracts & Employment Services progress against contract deliverables and financial profiles, developing swift action plans to manage any required improvement.
4. Design and implement stakeholder engagement plans with clear objectives and measureable outcomes for the SSW contract as a whole.
5. Develop strategies to deal with operational issues and contract challenges in order to ensure that the contract meets the required outputs for the specific Local Enterprise Partnership.
6. Working with all key stakeholders to create and maintain a positive perception of the contract across the region, developing a concise marketing and communications strategy to demonstrate the impact of the SSW contract bridging the skills gaps identified in LEP Strategic Economic Plans.

7. Overall accountability of the external funding support team, ensuring that appropriate training, reviews and individual KPIs are implemented and actioned in line with HCUK Resourcing policies and procedures.
8. Lead and inspire team members to deliver customer excellence at all times to internal and external stakeholders and delivery teams.
9. Management of supporting staff members, to complete staff reviews, comply with all mandatory staff training and provide coaching and mentoring where necessary.
10. Responsibility for creating, presenting and distribution of detailed reports, management information, LEP papers and presentation materials to all key stakeholders, chairing meetings when required.
11. Full responsibility for the data returns and claims processes to the managing authority, (ILR and Non-ILR returns) ensuring accuracy and integrity of data at all times.
12. Leading all funding body audits relating to the contracts and report findings to the Director of Contracts & Employment Services timely.
13. To keep updated and ensure all parties and key team members are kept fully informed with regards to ESF funding requirements, changes in legislation and contract eligibility criteria.

Key Relationships

The post holder will be expected to develop and maintain good relationships with:

<ul style="list-style-type: none"> • Director of Contracts & Employment Services 	To work closely with the Director of Contracts & Employment Services and senior management team to ensure successful contract management in multiple LEP areas.
<ul style="list-style-type: none"> • SSW Operations Manager 	Have strong links with the SSW Operations Manager and other Contract Managers to ensure direct delivery and partnership delivery are synced and meet the overall contract objectives and specified budget.
<ul style="list-style-type: none"> • External stakeholders and funding bodies 	To develop and maintain positive relationships with internal / external stakeholders, employers and funding bodies.

Generic Responsibilities

- To represent and promote the HCUK Resourcing both internally and externally.
- Ensure that HCUK Resourcing and its internal customers receive an excellent customer service experience in all dealings with the service
- To deliver your day to day duties consistently with the service level agreement
- To act as a champion for change and improvement and constantly enhancing quality
- To contribute to the annual quality review of the service and the programme of continuous improvement
- To actively promote and act, at all times, in accordance with HCUK Resourcing policies,
- Promote innovation
- To undertake other duties commensurate with the job level

Person Specification – Regional Contract Manager

	Essential	Desirable	How assessed*
QUALIFICATIONS			
GCSE Maths and English (or equivalent) with a minimum Grade C.	✓		AF/Cert
Degree level qualification or related vocational professional qualification or experience	✓		AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Recent and relevant experience of Contract Management		✓	AF/IV
Previous experience of managing a team and subcontractors, including the use of performance management strategies and improvement plans	✓		AF/IV
Previous experience of dealing with Government departments and complex contracting arrangements	✓		AF/IV
Understanding of SFA and ESF funding / Knowledge of government funded programmes	✓		AF/IV
Experience of budgetary management responsibility in excess of £1m		✓	AF/IV
Strong Stakeholder relationships skills, communicating with various departments at all levels.	✓		AF/IV
Previous experience of project planning, implementation and review	✓		AF/IV
Evidence of commitment to personal development and continuing improvement	✓		AF/Cert
SKILLS AND ABILITIES			
Excellent verbal and written communication skills including report writing and presentation skills	✓		AF/IV
Excellent planning, organisation and prioritising skills and ability to work under pressure and to deadlines	✓		AF/IV
Excellent interpersonal and networking skills, with the ability to communicate to key stakeholders at all levels	✓		AF/IV
Ability to lead, inspire and motivate a team of people	✓		AF/IV
Excellent IT skills including spreadsheets and databases	✓		AF/IV
Good numerical and verbal reasoning skills	✓		AF/IV
Ability to work flexibly, including evening and weekend work as and when required	✓		AF/IV
Current and full driving licence and able to travel between locations if required	✓		AF/Cert

*Key to how skills are assessed:

AF = Skill assessed via application form

AT = Skill assessed via test/work-related task

IV =

Cert =

Skill assessed via interview

Certificate checked at interview