

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	Community & Children's Services
Division:	Vision Products
Section:	Management Structure
Sub Section:	
Post Title:	Contract & Performance Manager
Vision Post Number:	15834
Grade:	GR11
Responsible to:	Business Manager
Posts Reporting to this Post:	Compliance Officer, Business Support Officer & Retail Officers
Team:	Business Team
DBS Required Level:	Standard
Location:	Vision Products, Pontyclun
Date of Description:	September 2017

KEY OBJECTIVES

To provide, collate and monitor performance management information for the service and ensure the services IT systems are accurate and well maintained.

To ensure contract compliance for services at Pontyclun.

To ensure quality systems are in place and adhered to across the service.

To provide line management responsibilities for the team.

SPECIFIC RESPONSIBILITY

To provide line management to the staff within the Business Team and ensure absence management policies are implemented and adhered to in line with Council guidelines.

To collect and analyse statistical and performance data for the services at Vision Products.

To be responsible for the production of regular and ad hoc reports as required either by the customer or the Management Team.

To produce specific reports for the contract and partnership meetings across Vision Products.

To work with the team to identify, investigate and report on areas which are below target for performance.

To attend contract meetings to present on performance and reports in line with the contract requirements.

To review policies and procedures within the service area undertaking ad hoc and regular checks/audits to ensure that they are in line with contractual requirements.

To raise invoices and contract activity for contracts and where required in the absence of other team members across Vision Products.

To ensure that all Workchoice contractual obligations are met by the team.

To complete claims for Workchoice funding within the required timescales for the Business Manager to authorise.

To work with the Business Manager in the development of new services/contracts including the completion of business cases.

To assist where required the Business Manager in the completion of PQQs and Tenders.

To ensure external services/third party arrangements have robust contractual arrangements in place which are reviewed and monitored regularly. Holding regular contract meetings with any third parties for suppliers.

To work with the Business Manager to ensure all risks are managed and mitigated as far as possible within the service.

To ensure all quality standards are achieved across the various areas of business.



To ensure that the complaints, compliments and customer satisfaction is managed effectively.

To provide information to the Business Manager for budget monitoring purposes.

To work with the Management team at Vision Products to ensure an effective and efficient service is delivered and performance achieved.

To review and develop process and systems to enhance service delivery and provide the relevant training to staff and partners as required.

To co-ordinate regular reviews of the management systems to ensure data is up to date and accurate.

To have responsibility for customer surveys, customer complaints and partners feedback responding in the required timelines.

To research and identify examples of good practice that can be applied to the service.

To ensure that Sales income is maximised across the Mobility Retail Shops.

To ensure that there are robust processes, systems and procedures in place for the Mobility Retail Shops.

To ensure stock is procured and managed effectively across the Mobility Retail Shops.

To contribute to plans both short and long term across Vision Products.

To provide cover for other Managers in their absence.

To ensure effective communication is in place and that a culture of inclusivity, engagement and change is fostered.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, 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. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).



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/ Qualifications and Experience** 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 and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	<p>Management qualification or equivalent</p> <p>Health and safety qualification</p> <p>Knowledge of contract management and procurement rules</p> <p>Knowledge of the Data Protection Act requirements</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills.</p>	<p>Knowledge of quality standards</p> <p>Knowledge of the Work Choice programme</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>

<p>EXPERIENCE</p>	<p>Proven track record of contract management and monitoring</p> <p>Experience of working on tender submissions</p> <p>Experience of managing staff within a diverse organisation</p> <p>Experience of undertaking audits and checks within a business environment</p> <p>Experience of working within a performance management framework and developing performance indicators</p> <p>Experience of working with contractors, partners and commissioners</p> <p>Experience of delivering on quality standards</p> <p>Experience of working within tight deadlines to achieve contractual obligations</p> <p>Experience of working within budget constraints and developing efficiencies to deliver more cost-effective services</p> <p>Experience of collating and analysing complex data</p> <p>Experience of developing policies and procedures to meet with needs of the organisation</p>	<p>Experience of Crystal reporting</p> <p>Experience of working with a diverse workforce with various support needs</p>
<p>COMPETENCIES</p>	<p>Middle Management Competency Framework</p>	

Developing and Motivating People	<p>Inspires others by being passionate and enthusiastic and having a positive 'action-focused' attitude. Leads by example.</p> <p>Actively shares knowledge and experience with others to develop the service.</p>
Working in Partnerships and Teams	<p>Is happy to share information and resources and knows what information can be shared.</p> <p>Builds lasting, positive and constructive relationships with a wide variety of people.</p>
Communicating Effectively	<p>Makes communications clear, articulate and easy to understand.</p> <p>Gets the right messages to the right people quickly and keeps people informed.</p>
Implementing Strategy	<p>Has a good and up to date knowledge of relevant statutory duties and legislation for their area.</p> <p>Produces and promotes clear and well written policies, guidelines and other documentation.</p> <p>Promotes a sense of 'corporate identity'.</p>
Managing Resources	<p>Produces robust business plans using sound commercial criteria e.g. costs, business cycles.</p> <p>Continually evaluates and responds to service needs to increase efficiency, quality and value of delivery (Workforce Planning).</p> <p>Seeks out and acts on opportunities for income generation.</p>
Achieving Results	<p>Remains focused on outcomes and meeting deadlines.</p> <p>Follows through on agreed actions in implementing action plans.</p>
Focusing on Service Users	<p>Empowers staff to deal with responses on the frontline and provides support where necessary.</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Ability to travel or have access to suitable transport to carry out the full requirements of the post</p>