

3SC Job Description

Job Details	
Post:	Senior Contract Performance Manager
Reports To:	3SC Head of Transforming Rehabilitation
Duration:	Permanent
Location:	Based in either Cheshire Greater Manchester or Merseyside Community Rehabilitation Company (CRC) – with travel across the region.
Salary:	£39,000.00

Background
3SC brings the voluntary, community and social enterprise (VCSE) sector to public service procurement opportunities, develops consortia and then manages their performance when in contract. This is based on the conviction that the priorities and needs of people using public services in our communities, especially those who are hardest-to-reach, are best met by experienced, local, passionate and mission-driven organisations who can deliver effective outcomes.

Main Purpose
We are working in the justice business space and want a Senior Contract Performance Manager to oversee the delivery of services and performance management of VCSE Delivery Organisations within the West Yorkshire and Humberside, Lincolnshire and North Yorkshire CRCs, and take responsibility for ensuring excellent performance in the delivery of the 3SC TR contract in those areas.

Main Responsibilities	
1)	Collaborate with Contract Performance Managers on the performance, compliance and quality management of VCSE contracted Delivery Organisations delivering offender facing services in Cheshire Greater Manchester and Merseyside CRCs.
2)	Ensure Delivery Organisation contract performance is managed objectively, based on evidence, fact and hard data in line with the 3SC Transforming Rehabilitation Operating Manual.
3)	Work with the Contract Performance Managers and Delivery Organisations to identify and manage service improvement activities in a proactive way.
4)	Prepare for and attend contract assessment meetings with commissioners, prime contractors and delivery organisations.
5)	Proactively engage with and build strong partnership relationships with Delivery Organisations to achieve consortia benefit.
6)	Lead and manage a team of Contract Performance Managers and a data analyst including providing regular performance feedback, coaching and dealing with poor performance.

7)	Communicate and foster best practice in line with the TR Operating Manual and the MOJ market stewardship roles in the delivery of services.
8)	Manage performance improvement plan activities with delivery organisations when required.
9)	Responsible for performance architecture including setting targets and KPI reporting.
10)	Source new providers, perform full due diligence and make recommendations to the CRC to fill gaps in provision identified by a needs analysis.
11)	Support the CRC to develop innovative concepts of delivery through the supply chain.
12)	Work closely with other members of the TR Delivery Team to ensure that the best systems and processes are in place to support contract delivery.
13)	Work closely with other members of the 3SC Operations Team to ensure that the best systems and processes are in place to support contract delivery.
14)	Ensure there is an effective working relationship with the CRCs contracting team and Senior Leadership Team.
15)	Develop effective relationships with key stakeholders within the regions.
16)	Report the outcomes of the contract performance assessments and performance improvement plans to the CRCs contract team and provide summary findings as required.
17)	Ensure that each month the cycle of activities required is carried out efficiently, on time and to the highest standard.
18)	Report performance to the Head of Transforming Rehabilitation (and Programme Director) and highlight actions to ensure performance is as required.
19)	Participate in the on-going development of 3SC's Transforming Rehabilitation operational strategy and the identification and management of other justice related work.
20)	Support the hosting of best practice and learning sharing sessions for delivery organisations in and across CRCs.
21)	Provide wider developmental support to build VCSE delivery organisation capacity and capability as required.
22)	Any other reasonable management requests.

3SC Person Specification: Senior Contract Performance Manager – TR and Justice

Style
3SC believes in openness, honesty and transparency. We expect a professional attitude that is helpful and focused on getting the job done. As a Senior Contract Performance Manager you will need to act early to resolve issues and always deliver the targets and outcomes our commissioners set with us. A resilient but fair attitude is required in terms of performance management. We reward problem-solution and hard work which delivers more efficient services.

Area For Assessment	Essential or Desirable	Assessment method: Application (A), Interview (I), Test (T)
Competencies		
Managing and working as a team	E	I
Analytical thinking	E	I, T
Initiative	E	I
Planning and organisation	E	I
Adaptability	E	I
Motivation	E	I
A commitment to the ethos, values and aims of 3SC	E	A, I
A positive attitude to personal, or and professional development	E	I
Enthusiasm and a positive outlook	E	I
Willingness to work flexibly in response to changing organisational requirements	E	I
Knowledge and understanding		
Excellent skills in engaging and managing stakeholders, and building cross-sector relationships, ideally in a commercial context	E	A, I
Extensive contract management experience, preferably within the Justice sector	E	A, I
Excellent current understanding of contract management in civil society and public sector delivery	E	I
Experience of managing and training staff	E	A, I
Knowledge of strategic, operational and business planning	E	I
Awareness and commitment to equal opportunities and how to apply this to the field of contract management	E	I
Conversant with the requirements of Health and Safety, Data Protection legislation	E	I
Excellent understanding of project management	E	I
Strong user of Microsoft applications	E	A, I, T
Quality management and compliance	E	A, I

Skills		
Excellent contract management skills	E	A, I
Line Management experience	E	A, I
Supply chain management skills	E	I
Strong negotiation skills	E	A, I
Excellent data management	E	I, T
Strong written, communication and presentation skills	E	A, I, T
Excellent decision-making and innovative problem-solving skills	E	A, I, T
Ability to work under pressure to tight deadlines	E	I, T
Strong proficient interpretation skills for figures, statistics, regulations and policies	E	T
Qualifications		
Relevant Degree minimum 2:1 award or equivalent	D	A
MBA graduate or equivalent	D	A

If offered an interview you will be required to:

- Disclose any unspent criminal convictions
- Provide documentation to prove your right to work in the UK

If offered the post you will be required to:

- Undertake a criminal record disclosure check
- Provide references for the past three years
- Provide evidence of your identity and address