

## **Job Description Momentum Skills**

**Role:** Contract Manager Birmingham/West Midlands

**Reporting to:** Allocated Senior Manager

**Responsible for:** Allocated project staff, premises and volunteers

**1. Purpose:** To be responsible for the day to day management and operational delivery of allocated contracts. To lead, drive and support delivery teams. To ensure the achievement of contract outcomes, targets and quality requirements within the allocated budget or income projections and in adherence with company policies and legislative/regulatory requirements. To be the internal and external point of contact for all matters relating to contracts in their geography of responsibility. To effectively support staff and volunteers to maximize opportunities and progression for beneficiary groups. To embed inclusive and person centered approaches across all contract activities. To support the achievement of Momentum Skills operational, financial and strategic objectives.

**2. Role overview:** The post holder will be responsible for line management of staff, service quality, contract compliance, preparation of internal and external reports, financial claims and budget monitoring for the allocated contracts. They will be the main point of contact with funders/contractors relating to all aspects of the contract. They will source, develop, and execute new business opportunities and expand current opportunities to capacity build the service. They will ensure they liaise effectively with all stakeholders and have good communications within and across Momentum's services and staff and work collaboratively with Momentum corporate and group services. The post holder will support Senior Management in the preparation of proposals/tenders and other reports and initiatives as required. They will represent the interests of Momentum Skills across a range of external forums and support corporate objectives relating to profile raising and fundraising. The post holder will have a detailed knowledge of company policy and procedure and the ability to provide advice and support to colleagues in relation to effective delivery, achievement of individual and team objectives and other operational and staffing matters.



### 3. Key Performance Indicators:

Key Result Area	Key Performance Indicators	Key Activities
<b>Finance</b>	<ul style="list-style-type: none"> <li>• P&amp;L is 100% or above forecasts (measured quarterly)</li> <li>• Staff costs are at agreed budget levels</li> <li>• All contract performance and growth targets are achieved</li> <li>• All staff and project activities are 100% compliant with financial procedures and regulations</li> <li>• 100% of internal finance deadlines are met</li> <li>• 100% of external finance reporting and financial claim deadlines are met</li> <li>• Financial claims show an error rate of less than 2% pa</li> </ul>	<ul style="list-style-type: none"> <li>• Effectively monitors contract budgets to address any deviation from financial plan/target</li> <li>• Maximises contract income potential through good understanding of funding models</li> <li>• Communicates with direct reports openly and honestly regarding financial planning and performance</li> <li>• Communicates business growth and partnership opportunities to senior management team</li> <li>• Completes monthly finance review with line manager</li> <li>• Aware of internal financial regulations and procedures and carries out periodic checks to ensure compliance</li> <li>• Establishes strong working relationships with Finance Office</li> <li>• Contributes effectively to annual budget planning process</li> </ul>
<b>Beneficiary achievement and progression</b>	<ul style="list-style-type: none"> <li>• Contractual and internal outcome and performance indicators are reported monthly</li> <li>• Monthly statistical reporting meets 100% of deadlines established in internal procedure</li> <li>• Achievement and progression achieves 100% of contractual requirements</li> <li>• Improvement plans are initiated and monitored where performance falls below 90%</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that effective methods are in place to collect and analyse appropriate management information</li> <li>• Develops action plans for improvement where necessary</li> <li>• Supports direct reports to meet and exceed individual and project targets and implements effective performance management techniques when required</li> <li>• Identifies and informs senior management of resource needs</li> <li>• Monitors client progression data to ensure staff are supporting customer progression sufficiently</li> <li>• Generates a full and detailed monthly report to line manager</li> </ul>

<b>Key Result Area</b>	<b>Key Performance Indicators</b>	<b>Key Activities</b>
<b>Quality delivery</b>	<ul style="list-style-type: none"> <li>• All services implement beneficiary feedback mechanisms in accordance with internal procedure</li> <li>• 80% of beneficiary feedback returns rate training and customer service as “good” or better</li> <li>• 80% of employer feedback returns rate customer services as “good” or better</li> <li>• 100% of contracted requirements are achieved across portfolio of contracts</li> <li>• Quality assurance activities are implemented in line with funder requirements and internal policy and procedure and are reported monthly to line manager</li> <li>• Service documentation is reviewed and updated annually or as and when service delivery is in need of development/change</li> <li>• Central documentation library is updated annually with contracts and project documentation</li> <li>• Compliance assurance levels are consistently sustained at ratings of strong or reasonable</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitates the collection of and supports the analyses of beneficiary and employer feedback and development of action plans for improvement</li> <li>• Drafts service quality improvement plans and self evaluations and initiates continuous improvement activities</li> <li>• Ensures direct reports are compliant with contractual, legislative and statutory requirements</li> <li>• Supports staff to achieve quality targets</li> <li>• Responds to internal compliance reports and ensures recommendations are implemented and fully understood and embedded</li> <li>• Ensures gold standard files, project specifications and service end-to-end procedures are reviewed and updated at least annually</li> <li>• Actively monitors the quality of provision within contracts through implementation of internal quality assurance procedures</li> </ul>
<b>Leadership and management</b>	<ul style="list-style-type: none"> <li>• Quarterly 1-1s are conducted and documented each year with all direct reports as part of annual appraisal process</li> </ul>	<ul style="list-style-type: none"> <li>• Supports professional development of staff</li> <li>• Supports the collaboration of peer supervision for Assistant Psychologist internally if appropriate</li> </ul>

	<ul style="list-style-type: none"> <li>• Individualised performance indicators are established and monitored for all direct reports and monitored through minimum of monthly performance review meetings</li> <li>• All direct reports carry out 1-1 reviews and document performance indicators as above</li> <li>• 100% of direct report appraisals are completed and submitted in line with the appraisal process and policy</li> <li>• Source and induct Volunteers appropriately to support delivery and to ensure references and DBS meets company guidelines</li> <li>• Monthly team meetings are conducted and documented</li> <li>• Staff are supported to ensure that individual contract and programme targets are met/exceeded</li> <li>• Health &amp; Safety and Safeguarding Risk Assessments are completed as per managers' responsibilities procedures</li> <li>• All reports have a full understanding of the organisation's values, business objectives and the basis of decision-making</li> <li>• Assumes site/centre management responsibilities as allocated</li> </ul>	<ul style="list-style-type: none"> <li>• Monitors team and individual performance</li> <li>• Monitor volunteer performance to ensure they are maximized to support delivery and referral rates in activity promoting the service in the areas, thus ensuring sufficient volunteer cover is available to deliver set and agreed hours</li> <li>• Conducts weekly, monthly and quarterly performance reviews with staff as agreed with line manager</li> <li>• Chairs monthly project team meetings</li> <li>• Motivates and drives staff</li> <li>• Ensures staff meet/exceed targets and outcome expectations</li> <li>• Ensures appropriate remedial plans are in place to address underperformance</li> <li>• Implements individual performance management techniques when required</li> <li>• Where necessary visit other areas of the business that has similar delivery to share and utilize best practice</li> </ul>
<b>Key Result</b>	<b>Key Performance Indicators</b>	<b>Key Activities</b>

Area		
<b>Internal and External Relationship Management</b>	<ul style="list-style-type: none"> <li>• Maximising and building upon current and potential opportunities within Birmingham and potentially expanding to our Coventry site</li> <li>• Strong working relationships with funders are owned and are effectively developed and managed proactively</li> <li>• Strong collaborative working relationships are maintained internally across other projects and corporate services</li> <li>• Opportunities are maximized to increase referral rates that ensures contracts are maximized year on year</li> <li>• Opportunities are maximized for clients to benefit from cross referrals</li> <li>• Actively supports Employer engagement strategy as required</li> <li>• Actively supports Fundraising strategy</li> <li>• Actively supports Communications strategy</li> <li>• Maintains current understanding of sector developments and policy context relating to Momentum’s strategic objectives.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a single point of contact for funders for all aspects of the project – both operational and financial. Manages the funder relationship.</li> <li>• Implements relationship management techniques</li> <li>• Displays strong understanding of contractual and non-contractual funder objectives and priorities</li> <li>• Leads external engagement for the allocated projects and engages directly with local JCP DEAs and work coaches and other referral and partner organisations to ensure awareness of project and sustained levels of appropriate referrals</li> <li>• Actively attends networking events <del>as agreed with line manager</del></li> <li>• Displays good awareness of all aspects of Momentum’s services and achievements and promotes these externally</li> <li>• <del>Works in partnership with Employer Engagement Manager to achieve shared objectives in relation to securing vacancies and work placements and matching them to clients</del></li> <li>• Maintains strong, open and effective working relationships with internal corporate services</li> <li>• <del>Liaises effectively with Fundraising Manager to achieve shared objectives</del></li> <li>• Proactively maintains up to date knowledge of Momentum’s services and the policy developments relating to our current and future business.</li> </ul>

<b>Business planning and Development</b>	<ul style="list-style-type: none"> <li>• Ensures that up to date contractual documents are provided to the central documentation library</li> <li>• Fulfils the business plans for assigned services</li> <li>• Owns and contributes where necessary to drafting of new business and project proposals and tenders</li> <li>• Strong skills in the development of new business and is involved in negotiation/discussion with potential funders and delivery partners</li> <li>• Contributes research and expertise to proposal preparation</li> </ul>	<ul style="list-style-type: none"> <li>• Takes ownership for growth and new developments across the allocated contract areas</li> <li>• Shows awareness of potential for business development and reports to line manager</li> <li>• Initiates timeous discussions with funders about contract renewals</li> <li>• Remains up to date with and reports to line manager on local/themed area developments which may affect future business</li> <li>• Remains up to date with the activities of competitor organisations</li> </ul>
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**4. Knowledge, Experience and Characteristics required to be successful in the role:**

<b>Knowledge</b>	<b>Experience and Characteristics</b>
<ul style="list-style-type: none"> <li>• Evidence of extensive management experience in a relevant area</li> <li>• Evidence of strong business development skills in sourcing, securing and executing new development opportunities into reality is key</li> <li>• Evidence of successfully developing and managing staff teams to achieve contract objectives</li> <li>• A proven track record of managing outcomes-based personal development, disability support or skills and employability services within budget, outcome and quality criteria</li> <li>• Thorough knowledge and understanding of Momentum’s</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing services within the relevant sector, with clients that have complex needs</li> <li>• Experience of managing and monitoring budgets</li> <li>• Experience of working collaboratively with external partners</li> <li>• A proven track record of working with target market of assigned contracts</li> <li>• Experience of working with a diverse range of people</li> <li>• Experience of motivating staff and clients</li> <li>• Experience of implementing performance management techniques</li> <li>• Proven track record of meeting and exceeding demanding monthly targets</li> <li>• Experience of implementing compliance and quality improvement approaches</li> <li>• Familiarity with MI database design, input and report generation</li> </ul>

<p>internal policies and procedures</p> <ul style="list-style-type: none"> <li>• Thorough knowledge of contract specific performance, quality and compliance requirements</li> <li>• Good understanding of internal reporting procedures</li> <li>• Knowledge of budgetary control</li> <li>• Knowledge of local labour markets</li> <li>• Ability to effectively promote an inclusive and supportive working environment</li> <li>• Knowledge of funding environment and understanding of policy context in which projects and organisation operate</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of producing and analysing statistical and written reports</li> <li>• Highly organised and enthusiastic with a hands on, professional approach</li> <li>• Excellent verbal, written and non-verbal communications skills</li> <li>• Empathetic and motivated self and others with minimum supervision</li> <li>• Ability to work flexibly as both a manager and a member of a team</li> <li>• Good administration and IT skills</li> <li>• Ability to work flexibly including regular travel <del>across UK</del> as required</li> <li>• Experience of designing, developing, evaluating and improving service design</li> <li>• Understanding of project management approaches and techniques</li> <li>• Experience of working within legislative and regulatory frameworks (as required)</li> </ul>
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