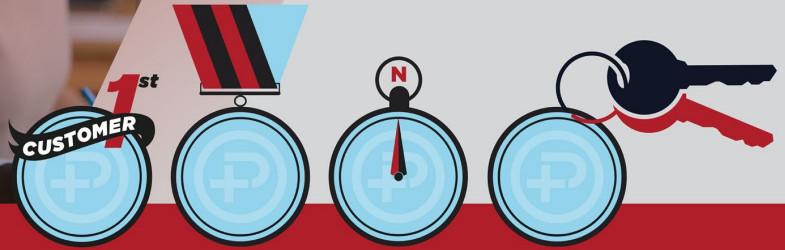


**“We change lives.
One individual at a time.
And in the same way, we’re
going to change society.”**



Job Description

JOB TITLE: Contract Performance Manager

DEPARTMENT Employability

REPORTING TO Head of Restart

CAREER GROUP Management

DISCLOSURE LEVEL Basic

MAIN PURPOSE OF THE ROLE:

The Contract Performance Manager in Employability is responsible for ensuring the effective delivery and performance of employability programs and services, focusing on meeting contract requirements and achieving key outcomes. This role involves overseeing the performance and quality of contracted services, working closely with service providers, internal teams, and stakeholders to monitor and assess the success of employability programs. The Contract Performance Manager plays a critical role in managing the performance against key performance indicators (KPIs), ensuring compliance with contractual obligations, and driving continuous improvement in service delivery. They will proactively identify areas for improvement, address performance issues, and support the delivery of high-quality employment outcomes for job seekers and employers.

KEY RESPONSIBILITIES








- Ensure contract targets/tolerances are monitored
- Deputise for the Head of/Director as and when needed
- Profiling contract Targets – including issuing revised targets
- Support local operations to Provide revenue forecasts
- Attend Weekly trading calls with finance team.
- Reconciliation of monthly standard / Accelerated outcomes.
- Responsible for documentation of operational processes.
- Identifying changes to process to improve performance.
- Analysis and translation of operational changes into operational process library. Includes external requirements
- (contractual, legislative) and internal performance requirements.
- Ensuring appropriate governance and change control in relation to any operational process changes.





- Using Power BI / Specialist MI to extract data.
- Responding to data related queries and keep track of these.
- Producing, daily, weekly, monthly, yearly reports / Charts and communicate trends to relevant departments in the business
- Working closely with compliance team to monitor data to prevent KPI failures.
- Handover of processes to internal audit and compliance colleagues to ensure delivery is contractually compliant.
- Support external inspections in the provision of operational processes information as requested
- Support new bid opportunities by providing information in relation to delivery models
- Working Closely with MI team to set up processes and systems to make data use more efficient.
- Utilising data / techniques to visualise data in – easy to understand formats.
- Actively supporting a culture of best practice and work with colleagues to ensure change is implemented quickly
- Interpret the data to enable processes / share best practice.
- Present data quarterly reviews with prime contractor.
- Support the preparation of monthly business reviews, collate the data for review.
- Local lead on MI development changes: including Power BI and APTM
- To carry out all reasonable requests made by the Wales Senior Management team and work closely with Head of Restart in driving focus lead by MI.
- Present data and attend regular reviews with prime contractor.

PERSON SPECIFICATION

Requirement	Essential	Desirable
Education, training and qualifications	✓	
ILM L3 management or above		✓
Educational attainment of either a degree or equivalent or alternatively A-Level or equivalent attainment plus at least 2 years of high-quality line management experience in a target orientated business environment	✓	
Skills, knowledge and abilities	✓	
Proven ability to handle major change and complex projects, whilst managing teams to deliver and overachieve business targets	✓	
Proven ability in project planning and meeting time, cost, and quality targets	✓	
Meeting contractual targets within financial budgets	✓	
Understanding of partnership commercial structures and performance management techniques	✓	
Ability to motivate and inspire	✓	
Excellent communication and relationship building skills	✓	
Understanding of DWP funded contracts	✓	
Ability to express self clearly through a high level of written and oral communication.	✓	
Extensive data analysis skills with the ability to formulate plans and presentations from insights gained	✓	
Ability to drive performance among teams whilst maintaining engagement and ensuring staff retention	✓	
Excellent communicator with experience in leading and motivating team members	✓	

Proven leadership skills with the ability to mentor and develop people in large and diverse teams	✓	
Visionary with a desire to look for new ways of doing things	✓	
Ability to own a problem through to resolution	✓	
Experience		
Proven track record in the management of large contracts.	✓	
Demonstrable experience of meeting contractual targets and achieving financial budgets	✓	
Experience and understanding of the design and implementation of complex operational processes across multiple teams	✓	
Extensive experience of team management across multiple sites and multiple contracts within the Welfare to Work sector	✓	
Demonstrable data analysis experience including presenting to key internal and external stakeholders and developing and implementing solutions to issues identified	✓	

DEMONSTRATE THE PEOPLEPLUS TRADEMARKS		Essentials	Desirable
	Customer First - Helping our customers improve their lives is our 'why'.	✓	
	True North - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.	✓	
	Own It - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.	✓	
	Improve to be the best - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best.	✓	
	Think big and take risks - Our leaders are always looking for Innovative new ways to delight our clients and customers. They know where they are going and inspire their teams to achieve amazing results. Speed is of the essence and they are prepared to take calculated risks – decisions are reversible and they learn from them. They are very happy to respectfully challenge their peers and once a decision is made they are wholly behind it.	✓	
	Take ownership with integrity - Our leaders take ownership and act on behalf of the whole company ensuring their actions have exceptional impact on the business in both the long and short term. They listen, are honest and treat people with respect and measure themselves and their teams against the best in the industry.	✓	
	Attract, retain and develop top talent - Our leaders act as coaches and mentors and are always looking to develop their teams, help their colleagues and raise the performance bar with every new hire and promotion they make. They recognise people with exceptional talent and willingly share them across the organisation.	✓	

	<p>Simple is Best - Our leaders create a vision for their team and lead by example. They ensure everything they do, and expect from their teams, is simple and not over-complicated. They don't 're-invent the wheel' and share best practice across the business. They encourage the exchange of views and the generation of simple, innovative ideas to help us learn and grow</p>		
	<p>Deliver Results - Our leaders live and breathe the PeoplePlus Vision and Trademarks. They never compromise and ensure their teams fully understand what is expected of them. They have exceptionally high quality standards and are constantly focused on delivering the business objectives in a timely way.</p>		

Additional Information