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**Performance & Contracts Manager**

**Greater Manchester Combined Authority**

**Role Profile**

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| **Job Title:** | Performance and Contracts Manger | **Date:** | June 2019 |
| **Reporting Line:** | Principal Performance and Contract Monitoring Manager | **Job Level:** | Grade |
| **Service:** | Policy and Strategy | **Business Area:** | Skills and Work |

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| JOB PURPOSE |
| The Performance and Contracts Manager will be responsible for performance reporting and contract management of a range of Works and Skills programmes in Greater Manchester. Ensuring contractual requirements are achieved resulting in successful delivery of high quality provision whilst encouraging innovation within Skills and Work programmes and services.  Acting as first point of contact for providers the role holder will be required to develop and nurture relationships with partners across Greater Manchester, through programme implementation, delivery and closure.  The role will also support the development and management of monitoring systems and processes that support performance and contract management activities, contributing towards the development of outcomes based reporting with the Skills and Work Team. |

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| **KEY WORKING RELATIONSHIPS** |
| * Internal and external customer groups and strategic partners * Senior Managers and staff within providers of Skills and Employment provision. * Senior Managers from across GM’s public sector and stakeholders/partners * Senior Managers and staff within GMCA * Employers and key partners e.g. Local Authorities, Providers, Jobcentre Plus, VCSE sector & Health Sector |

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| KEY RESPONSIBILITIES |
| * Act as the first point of contact for Providers with responsibility for all aspects of the contract management, including driving performance, working closely with the commissioner to proactively manage contracts and encourage innovation. * Lead on contract review meetings and developing governance structures relating to this activity. * Negotiate, manage and monitor (including financial monitoring) contracts and instigate and mange poor performance procedures where required. * Supporting commissioning activities such as scoring elements of bid submissions and assisting colleagues in Legal and Finance with contract negotiations. * Supporting the implementation of new programmes ensuring that all relevant contract compliance requirements are clearly communicated to the providers and ensuring that providers systems are in place to meet the requirements. * Agree payments to providers in line with contractual conditions and liaise with finance to release payments. * Responsible for the line management of members of the Contracts and Performance Team * To implement and be responsible for the management of complex procedures relating to grant funding regimes and the relevant audit requirements associated with funding. * Develop, implement and maintain financial and performance/risk and change management systems, to enable accurate and consistent capture, allocation, monitoring and reporting of all financial transactions within projects and to enable effective management of project performance against contracts. * Ensure contract compliance and delivery of agreed milestones, finances and outcomes, including the verification of evidence for audit purposes and monitoring visits to providers in respect of claims made. * Ensure accurate financial and performance information is communicated between relevant parties through the production of detailed monthly performance reports, including external funding originations. * Ensure best practice and any change to guidance is incorporated into standard forms and is reflected in procedures and guidance documents. * Present complex information to a broad cross-section of people, in the format of reports and presentations. * Deputise for Principal Manager at appropriate level meetings including chairing where appropriate. |

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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Experience**   * Experience of managing projects or programmes. * Experience of managing the achievement of contractually agreed outcomes. * Experience of management and monitoring budgets across multiple funding streams. * Experience of managing staff is desirable. * Experience of working with various grant funding regimes.   **Knowledge and Skills**   * Thorough knowledge of all aspects of programme, performance and contract management. * Knowledge of procurement and contracting practises. * Ability to understand and manipulate complex data sets, which combine both accounting and project management principles, with a high level of accuracy. * Excellent relationship management skills. * Excellent communications skills and ability to negotiate and make decisions to support the development and delivery of programmes. * Ability to translate complex funding rules and apply them to programme delivery, including the development of provider guidance. * Understanding of audit and verification processes relating to contracts and funding streams * Ability to report the performance of projects/performance to various audiences, internal and external both in verbally and in writing. * Strong IT skills including Microsoft Excel spreadsheets. |

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| **VALUES AND BEHAVIOURS** |
| * A desire to network internally across the group and to build visibility externally * Ensure that we provide the highest possible quality and effectiveness in commissioning decision making to improve quality and opportunity for Greater Manchester residents * High standard of integrity and ethics, ability to maintain professional standards * Understanding of and commitment to promotion of equality and diversity. * A desire to constantly learn and research the latest techniques or changes * The capacity to cope with challenges, pressures and setbacks   This post is part funded by ESF 2014-2020 Structural Funding as part of the Greater Manchester ESF Co-Financing Organisation contract running until 31st September 2023. |

**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

**Safeguard** at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises. Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection** - As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security** - As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act. Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety** - All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies** - All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities** - GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background