



HM Prison & Probation Service

HQ Job Description (JD)

Band 6

Directorate: Electronic Monitoring Directorate

Job Description – Contract Management Support Officer

Document Ref.	JES-HQ-2552 Contract Management Support Officer v2.0
Document Type	Management
Version	2.0
Classification	Official
Date of Issue	11 February 2021
Status	Baselined
Produced by	Job Evaluation Assurance and Support Team
Authorised by	Reward Team
JD Evidence	

Job Description

Job Title	Contract Management Support Officer
Directorate	Electronic Monitoring Directorate
Band	6

Overview of the job	Accountable to the Senior Contract Manager (SCM) the CMSO will support efficient and effective contract management of the Electronic Monitoring Service and the associated support contracts. The post holder will also support the management and testing of performance data provided by the suppliers and support the wider quality and compliance assurance work of the EM Contract Management Team.
Summary	<p>The CMSO is a support role with administrative, secretariat and data handling and analysis responsibilities. Overall the post contributes to the support of the contract management team with their remit to monitor and validate provider performance, assure delivery of the service and manage the relevant contracts.</p> <p>Working alongside the Senior Contract Manager and Service Managers (SM), the CMSO will support the delivery of the contract management governance processes in relation to the 4 contracts that make up the EM Service. They will provide a secretariat service by co-ordinating the Monthly Performance Meetings, Service Management Meetings, Governance Board, Provider Integration meetings and other groups as directed by the SCM and SM.</p> <p>The post-holder will support operational audit activity to assist the process of OA such as data collection and analysis, research and observation of EM practice and performance.</p> <p>The post holder will undertake research and analysis activities as required which will demand initiative and self-motivation. E.g. review of stakeholder surveys and opinions, development of 'good practice' case studies, reporting on risk and monitoring the provision of third-party commissioned services.</p> <p>The post holder will also ensure that changes to data requirements are approved by the Data Gateway Services protocol.</p> <p>The geographical base for the CMSO post is Manchester, and will require some work in London and other locations.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Providing secretariat support to the Senior Contract Managers and Service Managers; the Contract Assurance Meetings, Monthly Performance Meetings, Service Management Meetings, Provider Integration and Governance Board and any other meetings convened by them. <ul style="list-style-type: none"> ○ Arranging and distributing the agenda and papers with direction from the relevant chair. ○ Producing first draft minutes and action logs. ○ Maintaining formal documentation, Terms of Reference, membership and distribution lists. ○ Following-up with action owners for updates. ○ Filing, archiving and enacting version control on all relevant documentation. • Supporting the delivery of the assurance activities to operationally audit and analyse provider delivery data including: routine sample testing of performance

	<p>information and validation of reported data; involvement in periodic process review activities; and observation of EM activities.</p> <ul style="list-style-type: none"> • Reviewing and monitoring providers' performance data. • Supporting Senior Contract Managers and Service Managers in the delivery of on-going contract management activities – e.g. following-up requests for information, scheduling of ad hoc meetings. • Conducting research and analysis activities as required – e.g. review of stakeholder surveys and opinions, analysis of MI trends and issues, development of 'good practice' case studies, reporting on risk and monitoring the provision of third-party commissioned services. • Providing information to Director/MoJ and others as required. • Ensuring changes to data requirements are approved by the Data Gateway Services protocol. <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>
--	--

Behaviours	<ul style="list-style-type: none"> • Communicating and Influencing • Changing and Improving • Managing a Quality Service • Working Together • Leadership
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	<ul style="list-style-type: none"> • Good understanding of HMPPS strategic direction • Sound knowledge of Project and Programme management techniques. • Strong attention to detail. • Strong analytical skills and research and evaluation skills to make informed judgements on concern and gaps in provision. • Strong Business support and/or secretariat experience. • Experience of co-ordinating, organising, reviewing and taking minutes of high level meetings in a politically sensitive environment involving a wide range of senior representatives. • Strong commitment to valuing and promoting diversity as the vehicle for achieving successful business outcomes.
Technical Requirements	
Ability	<ul style="list-style-type: none"> • Good level of confidence sufficient to allow post holder to represent the organisation in a professional manner to a range of stakeholders. • Sound skills to enable management of effective relationships in a contractual and political environment.

	<ul style="list-style-type: none"> • Sound attributes to prioritise the management of tasks and risks and with appropriate support, advice and guidance deliver tasks to time • Sound problem solving, planning and communication skills • Strong numerical and IT skills with strong presentation skills (written and verbal). • Strong networking capabilities enabling the development of productive working relationships across organisational boundaries and across all levels of an organisation. • Sound ability to work in a dispersed team and be a self-motivator with the capacity to organise and prioritise on the basis of organisational reputation/ financial risk • Strong commitment to excellence within a changing landscape with the ability to innovate and adapt working style • Good ability to maintain professional integrity and adherence to organisational priorities in the face of competing pressures
--	---

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
----------------------------	---

Hours of Work (Unsocial Hours) Allowances	<p><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>
--	---

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
------------	--	---------	------------	-----------

Communicating and Influencing	Choose an item.	Good level of confidence sufficient to allow post holder to represent the organisation in a professional manner to a range of stakeholders.		Good understanding of HMPPS strategic direction
Changing and Improving	Choose an item.	Sound skills to enable management of effective relationships in a contractual and political environment.		Sound knowledge of Project and Programme management techniques.
Managing a Quality Service	Choose an item.	Sound attributes to prioritise the management of tasks and risks and with appropriate support, advice and guidance deliver tasks to time		Strong attention to detail.
Working Together	Choose an item.	Sound problem solving, planning and communication skills		Strong analytical skills and research and evaluation skills to make informed judgements on concern and gaps in provision.
Leadership	Choose an item.	Strong numerical and IT skills with strong presentation skills (written and verbal).		Strong Business support and/or secretariat experience.
Choose an item.	Choose an item.	Strong networking capabilities enabling the development of productive working relationships across organisational boundaries and across all levels of an organisation.		Experience of co-ordinating, organising, reviewing and taking minutes of high level meetings in a politically sensitive environment involving a wide range of senior representatives.

Choose an item.	Choose an item.	Sound ability to work in a dispersed team and be a self-motivator with the capacity to organise and prioritise on the basis of organisational reputation/ financial risk		Strong commitment to valuing and promoting diversity as the vehicle for achieving successful business outcomes
Choose an item.	Choose an item.	Strong commitment to excellence within a changing landscape with the ability to innovate and adapt working style		
		Good ability to maintain professional integrity and adherence to organisational priorities in the face of competing pressures		