



HM Prison & Probation Service

HQ Job Description (JD)

Band 10

Directorate: Custodial Contracts

Description: Senior Contract Manager

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Job Description

Job Title	Senior Contract Manager
Directorate	Custodial Contracts
Band	10

Overview of the job	<p>The Senior Contract Manager (SCM) is accountable for overseeing the delivery and development of nominated contracts within their area of control.</p> <p>This can include and is not limited to accountability for service providers' contract management and oversight of related interfaces with other providers in their designated area and for related stakeholder engagement, service planning, development and commissioning activity.</p> <p>This is a senior leadership position within a Custodial Contracts Senior Management team and reports to Head of Group within the Custodial Contracts Directorate (CCD).</p> <p>The Senior Contract Manager is accountable for all contract delivery, performance, development, contract management standards, assurance and governance of contracts within their designated areas of responsibility.</p> <p>The post holder is accountable for managing these complex, innovative contracts and for delivery of services through the contract, that carry high levels of operational and reputational risk.</p> <p>The post holder will have accountability for one of the following areas:</p> <ul style="list-style-type: none"> • Operational Contracts • Privately Managed Prisons • Prison Education • Prisoner Escort and Custody Services <p>The geographical base for the SCM post can be flexible and may require some work in London and other locations.</p> <p>This is a non-operational HQ rotational role with line management responsibilities.</p>
Summary	<p>The SCM is a CCD senior management team role, accountable for CCD Contract delivery.</p> <p>The SCM is responsible for managing, planning and delivering the contract management service in line with organisational objectives. This includes engaging, managing relationships and co-ordinating activity with other Groups, Directorates and Agencies.</p> <p>The SCM will have effective and detailed knowledge and understanding of all aspects of services relevant to the management of prisoners within custody and the skills to apply this to make sound local commissioning and contract management decisions and inform the development of strategic commissioning priorities.</p> <p>The SCM is accountable for reporting on each of the contracts' individual performance and the service overall and is accountable for monitoring and evaluating financial performance of providers under contract. The SCM is responsible for authorising payments in line with contract provisions (contract values up to £80 million per annum).</p>

	<p>The SCM is required to represent CCD and HMPPS with multiple stakeholders in a complex commissioning and delivery environment and is accountable for the delivery of operational and performance management at a senior level.</p> <p>The SCM oversees all aspects of contracts, operational delivery and relationship management. Providing strategic leadership over cross-functional delivery of national, regional, and local contract delivery activities, including contract compliance and assuring service delivery meets the objectives of Reducing Reoffending, Protecting the Public, Providing a Safe, Decent and Secure Estate and Delivering Value for Money.</p> <p>The SCM will have the skills to negotiate with Chief Executives, Directors, Senior Leaders and a broad range of subject matter experts and policy groups to influence development of activities and ensure they inform and meet commissioning intentions.</p> <p>The SCM will lead and promote effective supplier relationship management and build effective working relationships with and between providers and with key stakeholders and partners.</p> <p>The post holder will have sufficient seniority and authority to represent and deputise for the Head of Group and Executive Director and deal effectively with strategic commissioning partners and with providers at Chief Executive, Director, Deputy Director and senior manager levels.</p> <p>At the discretion of the Head of Group the SCM will be accountable for the direct line management, performance, and development of a team of operational/non-operational staff.</p> <p>The SCM will be accountable for a high level of personal and organisational reputational risk and for significant commissioning and Contract Management decisions.</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"> • Responsible for strategically managing, planning and delivering the contract management service in line with organisational objectives. This includes engaging, managing relationships and co-ordinating activity with other Groups, Directorates and Agencies. Establishing effective strategic relationship management with the contract supplier and internal and external stakeholders to maximise value delivered through the contract. • Ensuring appropriate levels of assurance in relation to designated contracts, including as required, on-site presence within the service provider's/supplier's organisation in order to observe and monitor operations, processes and practice. Such assurance may include managing and undertaking a range of compliance testing including the regular undertaking of shadowing visits which may be outside of core hours to test the consistency of provider delivery and supporting staff whilst undertaking such activity. • The post holder may have contact with sentenced and unsentenced prisoners in order to inform assessment of service delivery, which could expose the post holder to challenging or confrontational behaviour. • The SCM will lead on management of the contract management governance processes with suppliers, including dispute resolution and risk management and ensuring escalation processes are in place and operating effectively. • The post holder is accountable for ensuring that financial payments are made in line with contract performance and that service credits are applied appropriately. They are accountable for monitoring/evaluating the overall financial performance of providers and are accountable for identifying, negotiating and agreeing efficiency savings to contracts. • Strategic or subject matter expert lead for allocated areas of Directorate business which may be at regional or national level. Negotiating with Chief Executives, Directors, Senior Managers and a broad range of subject matter

	<p>experts and policy groups to influence development of activities and ensure they inform and meet corporate strategy.</p> <ul style="list-style-type: none"> • Is responsible for identifying service quality, contract compliance and supplier performance issues and priorities and dependant on contract liaison with internal and external scrutiny bodies in order to inform the programme of assurance activity. • Liaising with Commercial Contract Management, System Development, and other HMPPS/MoJ functions to ensure that the necessary advice and support is obtained to inform effective management of the designated contracts. • If appropriate manage operational incidents and implement contingency plans to ensure continuity of service, when necessary, briefing Press Office and escalating within HMPPS as required. • Responsible for the line management of Contract Management Team and for deciding the effective allocation of contract management resources within their designated team. <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>
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Behaviours	<ul style="list-style-type: none"> • Seeing the Big Picture • Changing and Improving • Making Effective Decisions • Leadership • Communicating and Influencing • Managing a Quality Service
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	<ul style="list-style-type: none"> • Ability to effectively manage and defend decisions on risk ensuring they are effectively managed in line with political and economic considerations.
Experience	<ul style="list-style-type: none"> • Senior management experience in the criminal justice service or a comparable environment. • Experience and skills in relation to contract or performance management, and/or service development and change at a senior level. • Highly developed understanding and detailed knowledge of policy and strategic developments in relation to relevant policy and the management of services and how these apply to operational practice and the contract management process. • Knowledge and appreciation of contract management requirements, and highly developed understanding of the challenges involved in managing and assuring delivery of large complicated commercial contracts. • Experience and skills in leading and managing in a complex change management context. • Effective programme and project management experience and skills. • Effective high quality skills to lead and manage staff to achieve demanding objectives. • Demonstrates sound judgement, and has the ability to build effective working relationships, and to influence and negotiate with internal and external stakeholders at a senior level in a complex and multi-layered delivery landscape.
Technical	<p>Contract Management</p> <p>Working towards or willing to work towards Government Commercial College Expert Accredited Contract Management.</p>

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.
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Hours of Work (Unsocial Hours) Allowances	<p>RHA – To be confirmed by Recruiting Manager</p> <p>This role requires working regular unsocial hours and a payment at the current approved organisation rate will be made in addition to your basic pay to recognise this. Unsocial hours are those hours outside 0700 - 1900hrs Monday to Friday and include working evenings, nights, weekends and Bank/ Public Holidays.</p>
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Seeing the Big Picture		Ability to effectively manage and defend decisions on risk ensuring they are effectively managed in line with political and economic considerations.	Senior management experience in the criminal justice service or a comparable environment.	Contract Management Working towards or willing to work towards Government Commercial College Expert Accredited Contract Management.
Changing and Improving			Experience and skills in relation to contract or performance management, and/or service development and commissioning at a senior level.	
Making Effective Decisions			Highly developed understanding and detailed knowledge of policy and strategic developments in relation to sentencing policy and the management of prison and probation services and how these apply to operational practice and the contract management process.	
Managing a Quality Service			Knowledge and appreciation of contract management requirements, and highly developed understanding of the challenges involved in managing and assuring delivery of large complicated commercial contracts.	
Leadership			Experience and skills in leading and managing in a complex change management context.	
Communicating and Influencing			Effective programme and project management experience and skills.	
			Effective high quality skills to lead and manage staff to achieve demanding objectives.	

			Demonstrates sound judgement, and has the ability to build effective working relationships, and to influence and negotiate with internal and external stakeholders at a senior level in a complex and multi-layered delivery landscape.	
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