



HM Prison & Probation Service

HQ Job Description (JD)

Band 9

Directorate: Contracted Services Directorate

Job Description: Head of Contract Management Systems

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Job Description

Job Title	Head of Contract Management Systems
Directorate	Contracted Services Directorate
Band	9

Overview of the job	<p>The Head of Contract Management Systems is accountable for ensuring that suitable contract management information systems are available to support and assure the contract management of HMPPS contracts. The responsibilities include running specific systems as a 'business as usual' service and delivering projects to provide new or improved systems capability.</p> <p>In fulfilling these duties, the role will be responsible for contributing to the strategic development and implementation of the HMPPS contract management model. The work of the job holder will contribute to reducing the risk of contract management failures (and the associated financial and reputational impacts on MoJ and HMPPS) and maximising the opportunities for the organisation to extract value from its contracts.</p> <p>The role reports to the Head of Contract Management Process Support in the HMPPS Contract Management Support Unit and is a member of the unit's Senior Management Team. The post holder will have sufficient seniority to represent the Head of Unit when required and to work effectively with Deputy Directors.</p> <p>The role has five direct reports at Band 7 and will be responsible for securing and task managing interim resource and/or resource located in other functions to fulfil the duties of the role.</p> <p>The job is non-operational and will be based nationally.</p>
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<p>Summary</p>	<p>The Head of Contract Management Systems is accountable for ensuring that suitable contract management information systems are available to support and assure the contract management of HMPPS contracts. The responsibilities include running specific systems as a 'business as usual' service and delivering projects to provide new or improved systems capability.</p> <p>In fulfilling these duties, the role will be responsible for contributing to the strategic development and implementation of the HMPPS contract management model. The work of the job holder will contribute to reducing the risk of contract management failures (and the associated financial and reputational impacts on MoJ and HMPPS) and maximising the opportunities for the organisation to extract value from its contracts.</p> <p>Responsibilities of the role include:</p> <ul style="list-style-type: none"> • Running specific systems as a 'business as usual' service, for example the contract records library, including by agreeing service levels for the service, task managing those providing the service, acting as escalation point, monitoring the service and addressing performance issues, marketing the service, developing new approaches and expanded services. • Developing and securing mandate(s), business cases and sign-off for projects to ensure that suitable information systems are available for the purpose of efficient and effective contract management process support and process assurance. • Delivering suitable requirements and specifications for contract management systems, either as the delivery lead or as the "intelligent customer", on behalf of all HMPPS Contracts, for developments where delivery is led by another function. <p>The role reports to the Head of Governance in the Governance team and is a member of the unit's Senior Management Team. The post holder will have sufficient seniority to represent the Head of Unit when required and to work effectively with Deputy Directors.</p> <p>The role has five direct reports at Band 7 and will be responsible for securing and task managing interim resource and/or resource located in other functions to fulfil the duties of the role.</p> <p>The job is non-operational and will be based nationally</p>
<p>Responsibilities, Activities and Duties</p>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Strategic:</p> <ul style="list-style-type: none"> • Accountable for ensuring that suitable contract management systems are available to support and assure efficient and effective contract management processes. • Accountable for contributing to the strategic development and implementation of the HMPPS contract management

	<p>model, by providing subject matter expertise in contract management systems.</p> <ul style="list-style-type: none"> • Contribute to development of the HMPPS Contract Management Support function, as a member of the group SMT and to the wider development of Commissioning & Contract Management through participation in directorate activities. <p>Contract Management Systems – Service Delivery:</p> <p>The responsibilities include running specific systems as a ‘business as usual’ service, for example the “CREAM” contract records library, including by:</p> <ul style="list-style-type: none"> • Task management of members of staff and others (interims, secondees) delivering the service day-to-day, to make sure that their workload is delivered. • Acting as final escalation point for day-to-day issues • Acting as first escalation point for strategic issues, resolving or further escalating as appropriate. • Agreeing service levels for the service with SRO/SBO and customers Monitoring delivery against agreed service levels, identifying performance issues and addressing them. • Monitoring usage of systems to ensure business case is being met and benefits delivered, and addressing any issues in this respect. • Managing governance, user group and management meetings • Developing new approaches to non-standard and new requirements - e.g. for new documents, containers, configuration management etc • Analysing and making recommendations to directorate and HMPPS top management on the cost-effectiveness and benefits of the service • Leveraging the service for example by making sure it is being used for proactive identification of contract management issues and potential failures and is therefore contributing to process assurance. • Responsible for making sure that the service has a suitable technical and commercial platform and environment - liaising with specialists in ICT, commercial, information assurance etc. • Explaining, demonstrating and promoting the service to internal and external stakeholders <p>Contract Management Systems – Development Project Delivery:</p> <ul style="list-style-type: none"> • The responsibilities include delivering projects to provide new or improved systems capability. • Responsible for developing and securing mandate(s) and sign-off for projects to ensure that suitable information systems are available for the purpose of efficient and effective contract management process support and process assurance.
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	<ul style="list-style-type: none"> • Within the agreed mandate(s), responsible for developing and getting approval for business cases for investment in contract management systems. • Responsible for delivering suitable requirements and specifications for contract management systems, either as the delivery lead or as the “intelligent customer”, on behalf of all HMPPS Contracts, for developments where delivery is led by another function. • Responsible for engaging with stakeholders for contract management systems projects. <p>Other:</p> <ul style="list-style-type: none"> • Build effective working relationships with key stakeholders and partners at a strategic level (e.g. up to DDs, Directors) across HMPPS, MoJ and Government. • The job holder will be required to work flexibly across the directorate functions to increase the efficiency and effectiveness of the unit. <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>
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Civil Service Success Profile Criteria

Behaviours	<ul style="list-style-type: none"> • Changing and Improving • Making Effective Decisions • Leadership • Communicating and Influencing • Managing a Quality Service • Delivering at Pace
Strengths	<p>Note: we recommend you choose 4 to 8 strengths locally – select from the list of Civil Service strength definitions on the intranet. Copy and paste the names of your chosen strengths below.</p>
Experience	<p>No specific qualifications are essential but experience and skills relevant to senior management, commissioning and contract management are required</p> <p>Specifically:</p> <ul style="list-style-type: none"> • Understanding and experience of contract management principles and processes • Understanding and experience of analysing processes to generate user requirements for systems.

OFFICIAL

	<ul style="list-style-type: none"> • Experience in project delivery, particularly in an information systems environment. • Strong understanding of information systems and information management principles and approaches. • Understanding and experience in the criminal justice system, especially prisons or probation, is desirable but not essential
Technical Requirements	
Ability	Proficient as a user of Microsoft office tools (Word, Excel, PowerPoint, etc.)

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><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>
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