



HM Prison & Probation Service

HQ Job Description (JD)

Band 8

Directorate: Custodial Contracts Directorate

Job Description: Operational Contract Manager

Document Ref.	HQ-JES-2682 Operational Contract Manager v2.0
Document Type	Management
Version	2.0
Classification	Official
Date of Issue	18 th November 2022
Status	Baselined
Produced by	Job Evaluation Assurance and Support Team
Authorised by	Reward Team
JD Evidence	

Job Description

Job Title	Operational Contract Manager
Directorate	Custodial Contracts Directorate
Band	8

Overview of the job	This is a HQ role, located in geographically dispersed teams across England. The post is based in Custodial Contracts Directorate (CCD). The job holder will provide robust contract management to ensure successful delivery of a portfolio of operational contracts. The job holder will be responsible for between 2 and 20 operational contracts covering varying degrees of complexity, value and risk. The job holder will also work with business users and senior stakeholders to make sure that the contracts are delivering expected outcomes and problem solving operational issues. Total value of these contracts is approximately £60 million. The Contract Manager will be a key interface for HMPPS in the supply chain and be responsible for managing and developing relationships with internal and external stakeholders at Senior Manager and Deputy Director level to represent and ensure the HMPPS and CCD strategic vision is delivered. The post holder will work to the Senior Contract Manager and may hold line management responsibilities and/or be responsible for allocation of work to team members. It may also include project management. This post is non-operational.
Summary	Accountable for robust management of the contract review process, including financial and performance monitoring, to completing related reports for discussion in holding providers to account and negotiating budgets and targets. Accountable for securing relevant assurances of compliance on the implementation of specifications, new services, national instructions, audit and Inspectorate recommendations and highlight barriers to compliance and provide feedback and recommendations. Accountable for ensuring that contracts remain fit-for-purpose by determining, negotiating and implementing contract variations and all other contract requirements alongside commercial contract management.

	Responsible for identifying issues that might impact on contract delivery and taking the appropriate action, which entails supporting the development of remedial action and manage this through to conclusion or escalate as appropriate, to resolve and mitigate risks. Responsible for managing and developing the relationship with the providers and other internal and external stakeholders to support the HMPPS objectives. This involves managing the expectations of change within HMPPS and wider commissioners who use the contracts. The post holder will play a key role in ensuring value for money, ensuring that the Secretary of State's statutory responsibilities are delivered. The post holder will engage subject matter experts e.g. Health and Safety as required. The post holder will be required to take part in HMPPS national reviews, working groups, and National Boards, to advise and influence HMPPS strategy. The post holder will be required to travel.
Responsibilities, Activities and Duties	The job holder will be required to carry out the following responsibilities, activities and duties: Contract Management • To be a key interface between HMPPS and the provider for delivery issues and relationship management. To co-ordinate a schedule for formal reviews for all contracts held for the complete operational year, ensuring that all the key representatives attend which includes relevant senior managers. • Building on the relationship with each provider, develop and implement a mature, effective and appropriate contract relationship for the monitoring of each contract, as set out in the portfolio and contract management plan. • Working with the provider's contract representative(s) (Senior Manager), to determine the information that is required to demonstrate contract compliance and thoroughly analyse it so that HMPPS aims, objectives and values are being achieved. This is demonstrated through a wide range of evidence, reports and observations as detailed in the contract or portfolio management plan. • The post holder continuously analyses and challenges contract performance utilising a complex range of data from a wide range of sources e.g. Provider data including Risk registers, Board assurance, Financial reports; HMPPS data including Performance hub, Audit reports, Finance documents, reports and intelligence gathered from the operational stakeholders. Through enhanced dialogue with the provider, negotiate and agree a plan of action to address deficiencies or make the decision to escalate as appropriate. • The post holder will detail and report on exceptions and risk to the formal contract/portfolio review meeting, including any

	agreed or non-agreed rectification actions. As a standing member of the contract review meeting the post holder will present the issues and make recommendations to the Senior Contract Manager. • Responsible for ensuring that contracts remain fit for purpose by identifying and responding to issues that require contract variations to be instigated, including policy or delivery changes, evaluating business cases and instigating the contract variation process with MoJ CCMD as required, thus ensuring that the contract is legally binding. • Provide strategic insight and build relationships by representing CCD at relevant national and local meetings appropriate to the role e.g. change programmes and projects and strategy meetings. Act as the expert advisor on the contractual context between the provider and HMPPS, providing feedback on contractual implications, impact, making recommendations to ensure that the contract remains fit for purpose • Make representations to the Senior Contract Manager, to ensure that the existing performance of the provider(s) both in terms of delivery requirements, financial performance and locally gathered intelligence is considered to inform future strategies. • Influence annual contract negotiations with providers by reviewing the provider response. Using robust management information, challenge appropriately to maximise the “provider offer” in terms of value for money and HMPPS strategic objectives and ensure that there is a robust evidence base to support decisions made should the rationale be challenged during the negotiation period and throughout the life of the contract. • Represent HMPPS at a local and national level to ensure public/provider confidence and the professional reputation of the agency. Represent Senior Contract Manager/Directorate, at stakeholder/partner events as required. This may include development of relationships with other providers, Prison and Probation Analytical Services (PPAS), Commercial Directorate and external stakeholders such as HM Courts and Tribunals Service, Crown Prosecution Service, Police and Local Authorities. • Work with HMPPS partners/future partners to manage change including the competitions pipeline management, potential mergers, local and national pilots, working with Directorate and Procurement colleagues as appropriate. In addition, provide guidance on contractual issues and if required ensure any contract changes are implemented, notably Exit Management, disengagement processes and mobilisation transition and transformation to the new contract. • Provide local information and intelligence to support the preparation of Ministerial briefings as required and in response to complaints, Ministerial correspondence and submissions e.g. annual Inspectorate report, Treat as Official enquiries and Parliamentary Questions. • Direct work and allocate duties according to team and HMPPS and CCD Strategic Priorities as agreed with Senior
--	---

	Contract Manager. This may include the provision of Line Management 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. An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.
--	--

Behaviours	• Seeing the Big Picture • Changing and Improving • Making Effective Decisions • Communicating and Influencing • Managing a Quality Service
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	• Enhanced knowledge of working with public sector contracts and an understanding of contractual boundaries and demonstrates knowledge of contractual obligations. • Demonstrate experience of problem solving to deliver required outcomes. • Experience working collaboratively with HMPPS directorates/providers/ stakeholders and partners. • Strong proven ability to develop productive working relationships in both a contractual environment and with a diverse range of internal and external stakeholders. • Proven ability to be self-motivating and demonstrate experience of initiating challenges to providers with successful outcomes.
Technical Requirements	• Cabinet Office Foundation and Practitioner Level Contract Management accreditation or equivalent.
Ability	• Proficient performance and financial management negotiation and analytical skills to derive best value from the contract and/or service provided. • Exceptional ability to manage uncertainty and respond flexibly to a changing environment. • Working with technical, financial and commercial specialists to address and resolve quality and performance issues. • Excellent Communication skills both written and oral, including strong numerical, IT and presentation skills. • Excellent understanding of HMPPS strategic direction with an ability to influence others in a professional and diplomatic way.

Minimum Eligibility	• 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	37 hour working week.
--	-----------------------

Success Profile

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

Seeing the Big Picture		Proficient performance and financial management negotiation and analytical skills to derive best value from the contract and/or service provided.	Enhanced knowledge of working with public sector contracts and an understanding of contractual boundaries and demonstrates knowledge of contractual obligations.	Cabinet Office Foundation and Practitioner Level Contract Management accreditation or equivalent.
Changing and Improving		Exceptional ability to manage uncertainty and respond flexibly to a changing environment.	Demonstrable experience of problem solving to deliver required outcomes.	
Making Effective Decisions		Working with technical, financial and commercial specialists to address and resolve quality and performance issues.	Experience working collaboratively with HMPPS directorates/providers/ stakeholders and partners.	
Communicating and Influencing		Excellent Communication skills both written and oral, including strong numerical, IT and presentation skills.	Strong proven ability to develop productive working relationships in both a contractual environment and with a diverse range of internal and external stakeholders.	
Managing a Quality Service		Excellent understanding of HMPPS strategic direction with an ability to influence others in a professional and diplomatic way.	Proven ability to be self-motivating and demonstrate experience of initiating challenges to providers with successful outcomes.	