



HM Prison & Probation Service

HQ Job Description (JD)

Band 6

Directorate: Probation Service

Job Description – Contract Support Officer

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Job Description

Job Title	Contract Support Officer
Directorate	Probation Service
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Overview of the job	<p>Accountable to a designated Senior Contract Manager (SCM) the CSO will support efficient and effective contract management, including Commissioned Rehabilitative Services contracts, within their area. The post holder will also support the work of their local contract management team and Operational and System Assurance Group to quality assure and audit operational service delivery and deliver the Annual Service Operational Audit Plan.</p> <p>It is an offender facing role in terms of working with service users to ascertain their views on the services received.</p> <p>The post holder will contribute to the support of a portfolio of contracts within the PS regions, including Commissioned Rehabilitative Service contracts, and it involves complex stakeholder and delivery chain relationships.</p> <p>The geographical base for the CSO post can be flexible within their contract management area and may require some work in London and other locations.</p>
Summary	<p>The CSO 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 services in the community and manage the relevant contracts.</p> <p>Working alongside the Senior Contract Manager and Service Manager (SM), the CSO will support the delivery of the contract management governance processes in relation to designated providers. They will provide a secretariat service by co-ordinating Service Management Board, Contract Strategy Board, Change Management Board and other groups as directed by the SCM and SM.</p> <p>The post-holder will support the work of their local contract management team and operational audit activity to assist the process of OA such as data collection and analysis, research and observation of provider 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 CSO post can be flexible within their contract management area 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; Service Management Board, Contract Strategy Board, Change Management 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.

	<ul style="list-style-type: none"> ○ 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. <ul style="list-style-type: none"> ● Supporting their local contract management team and OSAG to deliver their annual programme of assurance activities to operationally audit and analyse provider delivery data including: regular sample testing of provider performance information and validation of reported data; involvement in periodic process review activities; and observation of provider activities. ● Reviewing and monitoring performance data in relation to designated providers. ● Supporting Senior Contract Managers and Service Managers in the delivery of on-going contract management activities with providers – e.g., following-up requests for information from Commissioned Rehabilitative Providers, scheduling of ad hoc meetings. ● Conducting research and analysis activities as required by team managers – 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. ● Support the National Strategic Contract Management team and national supplier level management through liaison, consultation, information sharing and acting on guidance to ensure consistency. ● 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>
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Behaviours	<ul style="list-style-type: none"> ● Working Together ● Changing and Improving ● Managing a Quality Service ● Making Effective Decisions
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	<ul style="list-style-type: none"> ● Good understanding of HMPPS strategic direction ● 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 ● Sound knowledge of Project and Programme management techniques ● 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 attention to detail ● Strong networking capabilities enabling the development of productive working relationships across organisational boundaries and across all levels of an organisation ● Working knowledge of public, private, social enterprise, charitable, voluntary and community sector organisations ● Strong analytical skills and research and evaluation skills to make informed judgements on concern and gaps in provision ● 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

	<ul style="list-style-type: none"> • 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 • 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
Technical Requirements	No specific qualifications are essential but experience and qualifications relevant to contract support and contract management are desirable.
Ability	Psychometric tests will not be required to assess the ability of post holders.

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	
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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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Working Together		Psychometric tests will not be required to assess the ability of post holders.	<ul style="list-style-type: none"> Good understanding of HMPPS strategic direction 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 Sound knowledge of Project and Programme management techniques 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 attention to detail Strong networking capabilities enabling the development of productive working relationships across organisational boundaries and across all levels of an organisation 	No specific qualifications are essential but experience and qualifications relevant to contract support and contract management are desirable.
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Changing and Improving				
Managing a Quality Service				
Making Effective Decisions				