



# HM Prison & Probation Service

## HQ Job Description (JD)

### Band 4

#### Directorate: Custodial Contracts Directorate

#### Job Description – Systems and Contract Management Assurance Officer

<b>Document Ref.</b>	HQ JES 2693 Systems and Contract Management Assurance Officer v2.0
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<b>JD Evidence</b>	

## Job Description

<b>Job Title</b>	Systems and Contract Management Assurance Officer
<b>Directorate</b>	Custodial Contracts Directorate
<b>Band</b>	4

<b>Overview of the job</b>	<p>This is a HQ role, located in geographically dispersed teams across England.</p> <p>The post is based in Custodial Contracts Directorate (CCD).</p> <p>The post holder will work as a member of the Systems and Contract Management Assurance Team as part of the wider Governance &amp; Risk Team, helping to ensure that it operates effectively and efficiently; to maintain correct and appropriate relationships with both team colleagues and other stakeholders. As and when required conduct duties on behalf of the team.</p> <p>The post holder will work to the Portfolio Manager. There are no line management responsibilities.</p> <p>This post is non-operational.</p>
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<b>Summary</b>	<p>Responsible for managing our Governance, Risk and Compliance (GRC) system according to the internal control framework by making sure the right users have access to the right information and that all users are aware of their responsibilities for handling information properly.</p> <p>Responsible for managing the policy module of GRC system by keeping an up to date policy review schedule and working with group policy owners to make sure that all auditable documents in portfolio/category/contract management plans are reviewed in line with contract management minimum standards.</p> <p>Responsible for setting up new users on the GRC system and making sure they can access guidance and are up to date with responsible for information training. Maintaining controls over access to the GRC system.</p> <p>Responsible for reporting on policy acceptance through the GRC system to the Governance and Risk SMT.</p> <p>Maintain working links with the GRC system supplier account managers and support team to ensure effective resolution of any group issues.</p>
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	<p>Responsible for contract management assurance reporting across the group to include portfolio dashboards, gold contract scorecards, risk reporting and other relevant data.</p> <p>Completing central control checks and maintaining control frameworks relating to contract management.</p> <p>The post holder will be required to travel.</p>
<b>Responsibilities, Activities and Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Contract Management Assurance</p> <ul style="list-style-type: none"> <li>• Ensure quality assurance procedures for the contracts work effectively</li> <li>• Provide support to relevant contract managers and stakeholders</li> <li>• Provide reporting to the group on the effectiveness of processes (this may cover risk, financial MI or people strategy for example)</li> <li>• Support the wider Governance and Risk Team in coordinating internal and external audits of contract management</li> <li>• Develop and maintain contract management control framework</li> </ul> <p>Act as a system administrator for the GRC system</p> <ul style="list-style-type: none"> <li>• Act as point of contact for new user accounts. Ensure that an up to date list of current users and their access permissions is maintained</li> <li>• Publish policies, design and publish questionnaires and manage action functions</li> <li>• Ensure an effective policy review schedule is in place for all policies published on GRC system</li> <li>• Cover the team functional mailbox responding to GRC system queries</li> </ul> <p>Portfolio management plan</p> <ul style="list-style-type: none"> <li>• Collate management information for contracts</li> <li>• Manage completion of gold contract scorecards including completing any centrally driven management information</li> <li>• Respond to straightforward supplier issues</li> </ul> <p>Office Management and Administration</p> <ul style="list-style-type: none"> <li>• Ensure effective office administration processes are in place; this will include supporting and minuting meetings</li> <li>• Prepare relevant statistical performance data and reports for the team and relevant stakeholders, including any ad-hoc reports and other information, as required</li> </ul> <p>Representational and other duties</p> <ul style="list-style-type: none"> <li>• To represent the Systems and Contract Management Assurance Team at relevant meetings or other events, briefing the rest of the team appropriately and ensuring that all action points are either delegated or acted upon</li> </ul>

	<ul style="list-style-type: none"> <li>To complete any other duties or tasks as requested by the Portfolio Manager or Head of Systems and Contract Management Assurance</li> </ul> <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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<b>Behaviours</b>	<ul style="list-style-type: none"> <li>Changing and Improving</li> <li>Managing a Quality Service</li> <li>Working Together</li> <li>Communicating and Influencing</li> </ul>
<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8.
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>Good communication skills (both written and oral) and generally digitally competent</li> <li>Good understanding of HMPPS strategic direction with an ability to influence others in a professional and diplomatic way</li> <li>Demonstrable experience of problem solving to deliver required outcomes</li> <li>Foundation level knowledge of working with public sector contracts and an understanding of contractual boundaries and demonstrates knowledge of contractual obligations</li> </ul>
<b>Technical Requirements</b>	N/A
<b>Ability</b>	<ul style="list-style-type: none"> <li>Proven ability to be self-motivating and demonstrate experience of escalating challenges to contribute to successful outcomes</li> <li>Proven ability to develop productive working relationships in both a contractual environment and with a diverse range of internal and external stakeholders</li> <li>Reasonable competence with Excel (including using charts to visualise data) and experience working with management information</li> <li>Ability to manage uncertainty and respond flexibly to a changing environment</li> </ul>

<b>Minimum Eligibility</b>	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post.</li> <li>• 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.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.</li> </ul>
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<b>Hours of Work (Unsocial Hours) Allowances</b>	37 hour working week.
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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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Changing and Improving		Proven ability to be self-motivating and demonstrate experience of escalating challenges to contribute to successful outcomes	Good communication skills (both written and oral) and generally digitally competent	
Managing a Quality Service		Proven ability to develop productive working relationships in both a contractual environment and with a diverse range of internal and external stakeholders	Good understanding of HMPPS strategic direction with an ability to influence others in a professional and diplomatic way	
Working Together		Reasonable competence with Excel (including using charts to visualise data) and experience working with management information	Demonstrable experience of problem solving to deliver required outcomes	
Communicating and Influencing		Ability to manage uncertainty and respond flexibly to a changing environment	Foundation level knowledge of working with public sector contracts and an understanding of contractual boundaries and demonstrates knowledge of contractual obligations	