



Strategy Directorate

Local London Management Unit

Senior Contract Manager (Local London Work and Health Programme)

Job Description and Person Specification

June 2020

Introduction

The Local London Sub-regional partnership of eight boroughs also works with the London Borough of Bromley on several programmes.

It is an exciting time to join Local London, as we take a key role in the economic recovery of our partner boroughs, whilst maintaining our focus on inclusive growth across our sub-region.

The Work and Health Programme is a key component in our economic recovery plans, and we will also seek opportunities to expand the programme as part of the recovery strategy. The role will therefore include both the management of the current programme, and the potential development of an expanded programme over the next six months.

Redbridge Council is the accountable body for Local London, and all Local London staff are employed by Redbridge Council under their terms and conditions of employment.

Job Description

Job Title:	Senior Contract Manager (Local London Work and Health Programme)
Department:	Strategy Directorate
Function:	To Manage the Local London Work and Health Programme
Team:	Local London Management Unit
Post number:	S00210
Grade:	LBR18 - £58,779 - £60,879
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours, 52.4 weeks
Base location:	Lynton House, 255-259 High Road, Ilford, Essex IG1 1NN
Reports to: <i>Job title</i>	Programme Manager, Business & Employment
Responsible for: <i>Job titles of direct reports</i>	Local London Work and Health Programme Finance Officer Local London Work and Health Programme Lead Compliance Officer Local London Work and Health Programme Integration Officer
Role purpose and role dimensions: <i>Overview of the job</i>	The Senior Contract Manager will be responsible for the operational management and successful delivery of this high profile programme. S/he will be central to its success, leading on its development and expansion, responsible for effective performance management (involving a circa £38m contract with the chosen provider and relationships with the nine boroughs involved in the programme) and with primary responsibility for its ongoing successful operation and evolution over time. S/he will be responsible for internal reporting to Local London boards, and will be the operational Work and Health Programme (WHP) link with the DWP and GLA, and responsible for all the WHP business, funding claims and progress reporting.
Key external contacts: <i>Organisations</i>	Local London local authorities and LB Bromley, Local London Work and Health Programme provider, sub-regional partnerships, London Councils, Department for Work and Pensions (DWP) European Programmes Management Unit (EPMU) in the Greater London Authority (GLA), voluntary sector, key borough and programme stakeholders.
Key internal contacts: <i>Job titles or groups of staff</i>	Local London Programme Manager, Local London Head of Policy and Programmes, Local London Director, relevant internal departments such as procurement, legal, finance and data security; other relevant Strategy and Local London staff.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Responsible for the management of circa £40m of grant to the Work and Health Programme, including the European Social Fund (ESF) grant and the management and administration budget within the funding envelope.

<p>Key areas for decision making:</p>	<p>Take the necessary day-to-day decisions to ensure the effective running of the programme and management of risk across all nine boroughs, exercising appropriate business and strategic judgement to establish when issues require escalation within Local London.</p> <p>Manage the provider contract effectively via performance management systems and processes, challenging any under-performance, and implementing performance management sanctions where appropriate.</p> <p>Ensure the programme meets all of its objectives, s/he will need to work collaboratively with, and influence and negotiate with, the nine member authorities, the delivery provider, and other key stakeholders such as the DWP and the European Programmes Management Unit (EPMU) in the Greater London Authority (GLA) who are crucial to successful delivery, to embed new ways of working and maintain cooperation of all partners over a sustained period.</p> <p>Managing the implementation of any expansion/development of the programme by DWP in relation to the economic recovery.</p>
<p>Other considerations: <i>E.g. working patterns</i></p>	<p>The postholder will be based in Ilford at the LB Redbridge but will be primarily working remotely, and will be required to work flexibly to travel to meetings and events across the Local London sub-region, to attend evening meetings as required.</p>

<p>Key accountabilities and result areas:</p>	<p>Key elements:</p>
<p>Programme management</p>	<p>This will involve:</p> <ol style="list-style-type: none"> 1. Being responsible for the day to day management of the WHP, and being accountable for ensuring the successful implementation and delivery of the programme to meet Local London's strategic aims. 2. Driving the programme to achieve successful delivery, compliance with all funding requirements, and value for money, engaging and influencing key partners and stakeholders, and being responsible for managing governance arrangements.
<p>Contract and budget management</p>	<p>This will involve:</p> <ol style="list-style-type: none"> 3. Taking the necessary day-to-day decisions to ensure the effective running of the programme and management of risk across all nine boroughs, exercising appropriate business and strategic judgement to establish when issues require escalation within boroughs and/or within Local London. 4. Being responsible for the programme budget and ensuring the programme delivers its overall objectives, outputs and results within budget and on time. 5. Being responsible for the circa £40m of grant to the programme, including funding from the Department for Work and Pensions (DWP), the European Social Fund (ESF) grant and the management and administration budget within the funding envelope, and ensuring that all ESF and DWP reporting and accounting requirements are met, including all responsibilities in relation to GLA and EU audits. 6. Overseeing management of the contracted provider, monitoring and inspecting all aspects of contract management processes to ensure contractual requirements are met, including developing and implementing systems to support contract management, risk management, forecasting of outputs and verification of results and evidence for claims, reviews and audit of performance on a regular basis and taking remedial action should the provider fail to meet required standards.

<p>Data management, audit, evaluation and programme closure</p>	<p>This will involve:</p> <ol style="list-style-type: none"> 7. Ensuring compliance with funder requirements, monitoring and developing appropriate data requirements and flows to ensure smooth running, monitoring and evaluation of the programme. 8. Ensuring the required audit and evaluation arrangements for the programme are implemented, including responsibility for the establishment and management of a separate evaluation contract funded by the ESF grant. Ensuring the evaluation and audit captures early lessons learned to inform any strategic adjustments to the programme during live running. 9. Implementing appropriate best practice in programme management, including programme closure arrangements when required.
<p>Governance and reporting</p>	<p>This will involve:</p> <ol style="list-style-type: none"> 10. Working within the established Local London governance structures, appropriate Redbridge Council policies and requirements; ensuring compliance with governance and partnership structures for the WHP, ensuring the governance requirements of all key stakeholders are met. Ensure the smooth operation of this governance structure and prepare strategy, procurement, monitoring, performance and budget reports for the Local London Programme Manager, Local London Boards, funders and other stakeholders as appropriate.
<p>Communication and relationship management</p>	<p>This will involve:</p> <ol style="list-style-type: none"> 11. Being responsible for all programme-related queries (internal and external), and ensuring that member boroughs and the provider have appropriate mechanisms in place to deal with communications and queries. Ensuring that all communications comply with DWP and ESF publicity requirements. Working with the Local London Head of Public Affairs and Communications on any press releases or general external communications regarding the programme. 12. Initiating and maintaining relationships with key contacts in external bodies and organisations that have an interest in and influence over the programme including Department for Work and Pensions (DWP), the GLA, member authorities, sub-regional partnerships, London Councils, and the Education and Skills Funding Agency (SFA). 13. Under the guidance of the Programme Manager, taking a leading role in the strategic development and expansion of the programme and related initiatives, including integration with local services to maximise impact on target groups, horizon scanning, ensuring that opportunities are maximised and alignment with Local London’s strategic objectives is maintained.
<p>Staff management responsibilities</p>	<p>This will involve:</p> <ol style="list-style-type: none"> 14. Managing the WHP Team (currently six posts, but potentially expanding to ten), including direct line management of the Programme Finance Officer, Compliance Lead Officer, and Integration Officer (see attached organogram for structure), and any other staff as may be required in line with Local London requirements, the London Borough of Redbridge’s employment practices, and working flexibly with relevant officers within Redbridge Council and Local London member authorities.

Support to senior staff	<p>This will involve:</p> <p>15. Assisting the Local London Programme Manager and other senior management as required on other matters, including answering general correspondence and queries from Leaders, members, officers, and the general public on all issues associated with the programme.</p> <p>16. Leading on the production of papers for Local London boards and presenting the papers at meetings on behalf of Local London senior management</p>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 and GDPR – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.

Health and Safety	This will involve: <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Senior Contract Manager (Local London Work and Health Programme)		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	Educated to degree level or equivalent	A	3
Minimum experience/ knowledge/ skills:	Extensive senior management experience and successful track record in programme management and delivery of large scale high value, sub-regional employment and skills programmes for unemployed and hard to reach groups.	A, I,	3
	Extensive senior management experience and knowledge and understanding of contract and budget management of similar programmes to the Work and Health Programme, including experience of managing contracts funded through the European Social Fund	A, I,	3
	Extensive knowledge and understanding of data management, audit, compliance, evaluation and programme closure gained through senior management experience of similar programmes of scale and value to the Work and Health Programme, including experience of contract compliance for the European Social Fund	A, I,	3
	Knowledge of issues relating to strategic employment and skills policy and programme development, and how these relate to the sub-regional devolution agenda in Local London	A, I	3
	Ability to operationalise new initiatives and to establish and drive forward new structures and processes	A,I	3

Minimum behaviours: Customer service	Excellent interpersonal skills and the ability to deal with a wide range of individuals and audiences	A, I	3
Communicating and influencing others	Excellent communication, influencing and relationship management skills at a local, sub-regional and London-wide level. Ability to communicate both verbally and using technology to a high standard. Ability to produce briefings, reports and committee reports to a high standard and for a range of audiences as required.	A, I	3
Working together	Proven senior management experience in initiating and maintaining relationships with key officers and bodies that have an interest in and influence over issues (insofar as they may relate to the Work and Health Programme) such as government, the Local London member authorities, sub-regional partnerships, the voluntary sector, London Councils, Department for Work and Pensions (DWP) etc.	A, I	3
Analysis and judgement	Ability to take the necessary day-to-day decisions to ensure the effective running of the programme and management of risk across the Programme, and to exercise appropriate business and strategic judgement to establish when issues require escalation.	A, I	3
Driving improvement	Ability to think creatively and to find innovative and practical solutions that support new ways of working and service delivery models and develop best practice	A, I	3
Adaptability	Ability to work under pressure and to deadlines and respond flexibly to changing workload requirements	A, I	3
Leadership and managing people <i>(for those with line management responsibility)</i>	Ability to manage the WHP team, and to support peer groups and senior management	A, I	3
Strategic perspective <i>(for senior management posts)</i>	Ability to work in partnership at a strategic level and lead partnerships where required	A, I	3
Special conditions:	This post will be based in the London Borough of Redbridge, but will require remote working and attendance at meetings and audit visits across the nine borough Local London Work and Health Programme on a regular basis.		