

**Job Title:** LIVE Contract Manager

**Grade:** Band F

**Reports to:** Inclusive Employment Business Manager

**Role Responsibilities:** Budget 2.5M and approximately 10 FTE

### The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires the ability to lead a contracted customer centric service, working towards our mission of making a positive difference to people's quality of life.

The LIVE Contract Manager will lead the team as part of ECL's delivery of the ECC's LIVE contact for Supported Employment, supporting individuals with Adult Social care need into employment and sustaining work.

The Contract Manager will lead a team of Team Managers, ensuring customers are supported into employment, volunteering and/or community outcomes dependent on the customer's choice.

The Contract Manager will be responsible for:

- Managing team performance, ensuring contractual targets are met whilst supporting personal development.
- Ensuring the team has sufficient resource to meet monthly employment targets.
- Forecasting and planning accurately, providing an annual business plan, monthly forecasts, weekly figures and statistics, alongside feedback relating to contractual performance.

You will have the autonomy to influence, problem solve and make decisions, demonstrating flexibility and adaptability to ensure the successful delivery of the contract.

### Job purpose

The Contract Manager will be a subject matter expert (SME) on the delivery of Supported Employment programs and will deliver the service within an agreed budget.

Taking primary responsibility for the delivery of the contract, you will manage the compliance and returns for the service, effectively and collaboratively leading on any required changes or enhancements against agreed key performance indicators.

You will manage a specialist team supporting customers into work, building team capabilities and a clear succession plan that will support the growth and resilience of the service.

You will support the Head of Service and Inclusive Employment Business Manager with change management, to deliver the vision, and manage stakeholder expectations regarding the service.

## Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.
- Ensure the delivery of Supported Employment as contractually agreed between Essex County Council (ECC) and our funders.
- Ensure the compliance to the Supported Employment Quality Framework (SEFQ) model and ethos of supported employment, driving the achievement of the Excellent Model Fidelity certification mark.
- As subject matter expert, to maintain awareness of the national and local agenda for Supported Employment and to ensure the knowledge from emerging research is implemented as evidence-based practice within ECL Inclusive Employment services.
- Lead employees in working flexibly and collaboratively, both internally and with external partners.
- Lead the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members.
- Lead the generation of new business to ensure achievement of ECL growth targets.
- Ensure contract compliance and demonstrate robust validation for the achievement of job outcomes in line with contractual and ECL requirements.
- Ensure all aspects of contract compliance in line with the delivery profile.
- Ensure all submissions are correct and accepted by the contract funder.
- Ensure profiled delivery is met or exceeded.

## Role Specific Accountabilities

- Lead, develop, and grow a target-driven team to ensure the contractual requirements are met and that high-quality support is provided to our customers

- Ensure all employees in your area have a clear development plan, are coached and supported to achieve their individual targets, and are motivated to exceed expectations.
- Responsible for ensuring the contract's productivity and activity is aligned to profile.
- To forecast and plan accurately, providing an annual business plan, monthly forecasts, weekly figures, and statistics, Generate reports and feedback relating to contractual performance.
- Support the Inclusive Employment Business Manager in developing, growing, and shaping the service through a positive and professional outlook.
- Work collaboratively with teams across ECL's Inclusive Employment and Day opportunities services to ensure understanding and support of the achievement of common outcomes.
- Support the implementation of any contractual changes and improvements as required.
- Promote the service by ensuring case studies are generated to evidence employment outcomes.
- Actively promote health & safety and lead by example.
- To make the Inclusive Employment Business Manager aware of any issues/risks at the earliest opportunity and to evidence plans for remedying these.
- Take an active role in preparing for and representing the service for internal and external audits and inspections.
- Being a positive role model to all staff and identify risks and concerns.
- To adhere to all ECL policies, procedures, processes, and guidelines at all times.
- To deliver the budget and operational pipeline for their function.
- To identify and take a lead in suggesting, designing and implementing process improvements in the business area, supporting the Head of Service in managing key risks and financial reporting proposed improvements.
- To proactively manage the budget within the agreed operational and financial scheme of delegations, providing commercial acumen to income generation.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

## **Person specification – Key Skills and Competence**

### **Essential**

- Holds a Level 5 or above in Business Management or equivalent qualification
- Experienced networker and comfortable building and maintaining local partnerships
- Extensive experience of delivering outcome focused and driven employment services for either government, national programs or local authorities.
- An experienced leader with strong interpersonal skills, specifically around listening, questioning, delegating, and building relationships
- Able to plan large multi-site staff teams and carry out effective resource and succession planning
- Demonstrates strong prioritization and problem-solving; adaptable and visionary, driving improvement and championing best practices to enhance business efficiency
- Demonstrable track record in the delivery of high-quality services
- Proven knowledge of the needs and aspirations of individuals with barriers to work to find and sustain employment
- High performing leader, who drives a performance driven environment

### **Desirable**

- Hold the Supported Employment Level 3 or equivalent qualification through experience of supported employment delivery.
- Demonstrable knowledge and experience of managing health and safety, equality and diversity, and data protection matters
- Prior experience of working in a similar role, leading on the delivery of a Supported Employment contract or social care contract
- Previous experience of working with remote teams
- Professionally qualified in Employability Services Sector
- Member of the Institute of Employability Professionals

## Our Values



Supporting others with care, compassion, and positive engagement.



Working efficiently and innovatively to achieve excellence.



Working together to achieve our common goals.



Being open and having the courage to do what is right

