

Job Description

Job Title: **Connect to Work – Delivery Partner Contract Manager**

POSCODE:

Grade:P2

Overall purpose of the job

As part of Cambridgeshire County Council's role as Prime Contractor for the Connect to Work programme, the postholder, reporting to the Programme Lead, will be responsible for the operational management and performance monitoring of a portfolio of delivery partner contracts, ensuring compliance with contractual requirements, achievement of KPIs and in collaboration with the Quality and Fidelity Lead, adherence to IPS and SEQF fidelity standards.

In addition, the postholder will lead employer engagement activity within an allocated area, including direct engagement with employers at owner, director and senior manager level to promote the programme, secure employment opportunities and support inclusive recruitment practices. The role will line manage Employer Engagement Officers and ensure a coordinated and effective approach to generating job outcomes.

The postholder will represent the Council professionally with external stakeholders, using influencing and persuasive skills to build relationships, generate opportunities and support delivery of programme outcomes.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Lead the contract management of an agreed caseload of delivery partners, accountable for ensuring achievement of Connect to Work KPIs including compliance with contractual requirements and maintenance of accurate contract registers and records in line with CCC policy.
2.	Regularly monitor and review delivery partner performance against contract KPIs, using data and insight to identify risks and implement improvement actions as required, working with the Quality and Fidelity Lead to ensure delivery meets required quality and fidelity standards.
3.	Lead employer engagement activity within an allocated area, including direct engagement with employers (owners, directors and senior managers) to support promotion the programme across Cambridgeshire and Peterborough, securing relevant employment opportunities and supporting inclusive recruitment practices.
4.	Line management of the Employer Engagement Officers, setting clear expectations, allocating workload, monitoring performance and ensuring a coordinated and consistent approach to employer engagement across the area.

5.	Develop and maintain effective relationships with employers, business networks and key stakeholders, acting as an ambassador for the Council and the Connect to Work programme.
6.	Work with the Programme Lead and partners to increase awareness of Connect to Work across the area, including engagement with VCSE organisations, community groups and health partners to support referrals and participation.
7.	Contribute to the development and implementation of processes for data collection, reporting and performance monitoring, working with the Data Lead and wider partnership.
8	Support quality assurance and continuous improvement in collaboration with the Quality and Fidelity Lead including participation in moderation and standardisation activities and supporting delivery partners to meet IPS and SEQF fidelity requirements.
9	Identify and source relevant training and development opportunities for delivery partners, in collaboration with the Quality and Fidelity Lead contributing to a programme of continuous professional development across the partnership.
10	Produce data and statistical analysis (liaising with individual colleagues as appropriate), that explores trends and provides specific performance data in relation to Connect to Work supporting continuous improvement and achievement of KPI's.
11.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
12.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.
13.	<p>Safeguarding commitment (<i>Include for roles involving work with children/vulnerable adults</i>)</p> <p>We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level or equivalent experience		Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge	Knowledge of employer engagement approaches, labour market dynamics and barriers faced by	Essential

	employers in recruiting and retaining individuals with additional needs..	
	Knowledge of contract management and performance monitoring processes	Essential
	Understanding of inclusive employment practices and reasonable adjustments.	Essential
	Knowledge of employment and skills provision, particularly employability programmes.	
Skills	Strong interpersonal and influencing skills, with the ability to engage confidently with employers at owner, director and senior manager level.	Essential
	Ability to manage the performance of partners, in a complex system with multiple stakeholders while always considering the needs of the programme participants	
	Ability to persuade and negotiate to secure opportunities and influence employer behaviour.	Essential
	Able to identify and act upon operational risk	
	Ability to build and maintain effective professional relationships with a wide range of stakeholders.	Essential
	Effective team leadership and line management skills, including setting expectations, managing performance and supporting staff development.	Essential
	Strong organisational and planning skills.	Essential
	Effective communication skills, both written and verbal.	Essential
Experience	Experience of engaging with employers or external stakeholders to generate opportunities or deliver outcomes.	Essential
	Experience of working in partnership with a range of organisations, including employers, public sector and voluntary sector.	Essential
	Experience of delivering, managing or monitoring adult employability or training programmes	
	Experience of managing or supporting delivery against performance targets or KPIs.	Essential
	Experience of contract management or performance monitoring.	Essential
	Experience of working in employment, skills or related programmes.	
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential

Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding (applies to all roles working with children/vulnerable adults).	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile
		x			