

Job Description:
Contract, Performance and Assurance Manager

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| Function: | Contract management |
| Job:  |  |
| Position:  | Contract, Performance and Assurance Manager |
| Job holder: | - |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Director |
| Additional reporting line to: | - |
| Position location: | HMP Peterborough |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To monitor compliance against the contract and performance against Schedule F targets therein
* To monitor the overall performance of the prison including against the Prison Performance Tool
* To monitor general operational compliance through the management of action plans, the local compliance tool and the self-audit programme
* Coordination of the establishment’s risk register
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 3. Organization chart |
| Head of Operational AssuranceContract, Performance and Assurance ManagerPDU Senior Administrator  |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| Regular liaison with SLT and OMT members in respect of performance within their functions, and providing corresponding advice on how performance can be improved. Regular briefing of the Director and Deputy Director on any areas of concern over performance and compliance, including any obvious emerging contractual, operational and performance risksTo be the main point of contact for the client over all contractual matters, including discussion and agreement over the fair application of contractual penaltiesTo coordinate the delivery of all action plans, including those relating to HMIP recommendations, PPO DiC reports, all client audits such as OSAG and FM, safety and FM audits, and audits and inspections by other regulatory bodies such as CPFSI, CQC, OSC and IPCO. To respond to emerging concerns that may require ad hoc or targeted compliance checks |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Collation of all Schedule F data, including information relating to the Prison Performance Tool, and information relating to the anticipated application of quarterly and annual performance points. Early intervention in departments where there are indications of sub-standard performance against contractual targets.Coordination of the establishment’s self-audit programmeCollate all information relating to performance against action plans, and arrange for checks against the compliance tool as per specified timescalesRegular scheduled meetings with the Controller to discuss the application of contractual measuresMonthly Assurance meeting with the Director  |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| Preparation of the monthly report for the Controller (to be presented at the Controller/Director monthly meeting) and the Quarterly Contract Review Meeting report (to be presented by the Director at the QCRM)Preparation of performance information for the Operational Management Team meeting, and SLT meetingsMaintenance of the establishment’s risk register |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Strong communication and influencing skills to achieve results
* Ability to work collaboratively and build effective working relationships
* Ability to interpret data
* Ability to understand the root cause of a problem and to work with others to find solutions
* Must be able to question constructively, and have the desire to seek continual improvement
* Experience of working with contracts, governance, assurance and audit
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Being resilient
* Ensures accountability
* Communicates effectively
* Builds effective teams
* Drives Results
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | Director |

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