

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.  |
| The Performance and Assurance Manager is a strategic role responsible for ensuring operational excellence, compliance with contractual and regulatory standards, and continuous performance improvement. The manager will provide oversight on key performance indicators, risk management, and compliance processes to support effective decision-making and the achievement of organisational objectives.**Key Responsibilities:*** Monitor compliance against contract terms and performance against Schedule F targets.
* Assess the overall performance of the prison, utilising the Prison Performance Tool.
* Oversee operational compliance by managing action plans, the local compliance tool, and the self-audit program.
* Coordinate the establishment’s risk register, identifying, tracking, and mitigating emerging risks.
* Provide strategic insights through data-driven reporting, supporting decision-making and continuous improvement.
* Lead initiatives to optimise operational performance, ensuring consistent achievement of performance targets.
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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 Business Assurance & PerformanceContract, 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. |
| * **Strategic Liaison and Performance Improvement:** Regularly engage with the Senior Leadership Team (SLT) and Operational Management Team (OMT) to discuss performance across various functions. Provide expert advice on how performance can be improved, ensuring alignment with overall organisational goals.
* **Executive Briefings and Risk Management:** Continuously brief the Head of Business Assurance & Performance on any performance and compliance concerns, highlighting emerging contractual, operational, and performance risks that may impact the organisation.
* **Client Liaison and Contractual Oversight:** Act as the primary point of contact for the client regarding all contractual matters. Lead discussions on contractual performance, including the fair application of penalties and ensuring compliance with agreed-upon terms.
* **Action Plan Coordination:** Oversee the coordination and delivery of all action plans, including those arising from HMIP recommendations, PPO DiC reports, client audits (OSAG, FM), safety audits, and inspections by regulatory bodies such as CQC, CPFSI, OSC, and IPCO. Ensure all actions are tracked, implemented, and aligned with compliance standards.
* **Responsive Compliance Management:** Address emerging concerns that may require ad-hoc or targeted compliance checks, ensuring timely resolution and minimising potential risks to the organisation.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **Performance Data Management:** Collate and analyse all Schedule F data, including the Prison Performance Tool and details on the anticipated application of quarterly and annual performance points. Proactively intervene in departments showing signs of sub-standard performance against contractual targets to ensure corrective actions are implemented promptly.
* **Self-Audit Programme Coordination:** Oversee and coordinate the establishment’s self-audit program, ensuring regular, thorough audits are conducted in alignment with compliance standards and timelines.
* **Action Plan Performance Monitoring:** Collate and track performance against action plans, ensuring all necessary checks are completed within specified timescales. Maintain alignment with the compliance tool to ensure all targets and corrective actions are met.
* **Contractual Measure Application:** Hold regular scheduled meetings with the Controller to discuss the application of contractual measures, ensuring a consistent and fair approach to performance assessment and penalty application.
* **Monthly Assurance Reviews:** Lead the monthly Assurance meetings with the Director, providing in-depth analysis of performance, risks, and compliance, and advising on corrective actions where needed to maintain operational standards.
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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. |
| * Strategic Reporting & Performance Analysis: Prepare and present monthly and quarterly performance reports for the Controller and Director, ensuring alignment with organisational goals. Provide actionable insights for the QCRM and leadership meetings to guide decision-making and drive performance improvements.
* Risk & Compliance Oversight: Maintain and update the risk register, proactively identifying and managing risks. Ensure that corrective actions are tracked and implemented, fostering a culture of continuous improvement and ensuring compliance with governance standards.
* Continuous Improvement Leadership: Lead initiatives to enhance performance and efficiency across teams, utilising data and insights from performance reports, risk assessments, and CAP monitoring to implement sustainable improvements.
* Stakeholder Engagement & Collaboration: Cultivate strong relationships with internal and external stakeholders to align performance objectives, resolve issues, and drive strategic outcomes.
* Contract Governance & Oversight: Support the governance of contracts, ensuring performance metrics are met, risks are mitigated, and corrective actions are promptly executed. Engage in contract reviews to ensure alignment with business goals and compliance requirements.
* Strategic Performance Monitoring: Oversee the monitoring of key performance indicators (KPIs) across the organisation, identifying trends, areas of underperformance, and opportunities for optimisation. Use performance data to recommend adjustments to operational strategies and drive organisational objectives.
* Leadership in Risk Mitigation & Resolution: Lead cross-functional teams in addressing and resolving emerging risks, ensuring timely and effective resolution to avoid impact on operational performance.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Excellent Communication and Influencing Skills: Proven ability to effectively communicate with a wide range of stakeholders and influence others to achieve key outcomes and drive performance improvements.
* Collaborative Team Player: Demonstrated capability to build and maintain strong, effective working relationships across all levels of the organisation, fostering a collaborative approach to problem-solving and decision-making.
* Analytical and Data Interpretation Skills: Proficiency in interpreting complex data and deriving actionable insights to support strategic decision-making, performance monitoring, and continuous improvement initiatives.
* Root Cause Analysis and Problem-Solving: Strong analytical thinking and problem-solving abilities, with a focus on identifying the underlying causes of issues and working collaboratively with others to develop and implement effective solutions.
* Continuous Improvement Mindset: A proactive and inquisitive approach, with a demonstrated ability to challenge the status quo constructively, identify areas for improvement, and implement strategies to drive organisational growth and efficiency.
* Experience in Governance, Assurance, and Audit: In-depth knowledge and practical experience working with contracts, governance frameworks, assurance processes, and audit functions to ensure compliance, manage risks, and maintain accountability.
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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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| Version | 1.1 | Date | March 2025 |
| Document Owner | Head of Business Assurance & Performance |

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