



Job Description

Contracts Coordinator (Leicestershire)

Mission & Values

The EBP is a commercially focussed social enterprise that develops the skills of young people. We are proud to support young people across the country, helping them to develop the skills they need to thrive.

We conduct our work through our 3 brands;

- National Citizen Service (NCS). A once in a lifetime opportunity for young people across England and Wales aged 15-17.
- Potential for Growth. Skills and development for school pupils aged 5-19.
- Communitree. Employability skills and guidance for young people aged 15-25.

We work in partnership with a broad range of organisations and partners in order to contribute to key local, regional and national agendas, which benefit education and business.

We lead in the provision of specialised services and solutions for education and business.

We are committed to safeguarding and promoting the welfare of children and young persons and expect all staff to share this commitment. **This post may require an enhanced Disclosure and Barring Service (DBS) check.**

POST: **Contracts Coordinator (Leicestershire)**

RESPONSIBLE TO: **Contracts Manager**

BASED AT: **Melton Mowbray, with regional travel**

LEAVE RESTRICTIONS: **January February, March, July October
(Dependent on departmental cover)**

MAIN PURPOSE OF JOB

To support and guide Local Service Providers (LSP) ensuring effective strategic and operational management of the National Citizen Service (NCS) sub-contract in Leicestershire.

To provide accurate monitoring reports to Contracts Manager; highlighting any areas of success or concern in a timely manner.

Implement effective strategies to performance manage underperforming partners, contribute to training of partners, using the principles of the Merlin standard.

During NCS periods the successful candidate may be required, on occasion, to work outside normal office hours and days in line with the NCS Work Plan.

KEY RESPONSIBILITIES

Business Development Communication

- To build and maintain relationships with the LSPs, resolving or referring queries to Contracts Manager if necessary.
- Positively promote NCS at county wide events and to partners.
- To meet regularly with Contracts Manager, the Quality Compliance and Innovation Manager and NCS Coordinator for Northamptonshire.
- To build and maintain relationships with partners within the area, including the County Council and other key stakeholders.

Managing information

- To prepare regular reports on performance of NCS in the region.
- To prepare operational targets.
- To monitor data and results for the area using the designated MI system, Salesforce.

Planning and Organising

- To monitor all aspects of the delivery partners operational targets, ensuring strategies are in place to meet all targets.
- To contribute to the management of NCS across the whole EM1 area.
- To ensure high quality delivery of NCS by LSPs.
- To put performance management strategies in place as necessary.
- To lead on specific projects as identified with the Contracts Manager to improve the recruitment and delivery of NCS across EM1.

Monitoring and reporting

- To provide a weekly update to Contracts Manager for inclusion in the NCS Contract Review Meetings.
- To attend Contract Review Meetings to report as required.
- To contribute to regular review meetings with the NCS Trust as required.
- To ensure regular audits are conducted and reported on.
- To use Salesforce to monitor partner performance.

General:

- To represent The EBP in a professional manner.
- To safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact in accordance with current legislation and EBP policies.
- Any other duties, consistent with the main purpose of the job, as may be specified from time to time.

PERFORMANCE INDICATORS

- Good working relationships with delivery partners and key stakeholders.
- All operational targets to be met on time.
- High quality programme delivery.
- Production of high quality reports/data as required by Contracts Manager.
- Make significant contribution to the EBP reach across the region.

CORE COMPETENCIES

- Builds personal effectiveness
- Effective teamwork
- Focuses on quality and customer service
- Driven by results
- Drives continual improvement
- Utilises resources efficiently

ESSENTIAL REQUIREMENTS**Experience**

- Experience of monitoring targets and formulating strategies to meet targets.
- Demonstration of good communication skills in all forms.
- Excellent presentation skills.
- Excellent organisational and planning skills.
- Ability to work to prioritise, work to deadlines and provide evidence of good attention to detail.
- Able to work independently.

Proven Skills

- Accurate and methodical.
- Highly IT Literate.
- Ability to develop and maintain effective working relationships.
- Ability to implement systems successfully.
- Ability to provide a range of reports / management information for a variety of audiences i.e. Stakeholder Groups, Chief Executive, Contracts Manager.
- A car user would be essential as the post-holder will be required to travel regularly on business.
- Good negotiation skills.
- Ability to use own initiative.
- Strong interpersonal skills.

Personal Qualities

- A flexible and willing approach to work.
- Self-motivated and committed.

Desirable

- Experience of working with Young People.
- Experience and knowledge of NCS.