

Job Description

Job Title:	Assistant Delivery Manager – Skills Operations
Directorate/Team:	Employment, Skills, Health and Communities
Location:	16 Summer Lane or other site/location
Responsible to:	Delivery Manager – Contract Management Unit
Responsible for:	Skills Delivery Officers – Contract Management Unit
Key working relationships: (internal)	Corporate Services, Directorate Senior Managers/Officers, ESHC Projects and Programmes Team, ESHC Audit, Quality and Compliance, WMCA Audit
Key working relationships: (external)	Delivery providers including but not limited to private training providers, private sector organisations, strategic delivery organisations, local authorities, employers and Voluntary, Faith and Community Sector.

Purpose of the Post

To provide staff and operational leadership to the directorate Contract Management Unit, ensuring the effective delivery of Employment, Skills, Health and Communities funded programmes and activities. To include line management of Skills Delivery Officers and act as point of escalation for delivery risks, issues and challenges. To work closely with delivery providers building strong relationships to support successful delivery of projects and programmes.

Accountabilities

To have oversight of and responsibility for operational delivery of programmes ensuring compliance and quality in delivery. To include the management and coordination of change requests and contract terminations. To support the Units Delivery Manager in day-to-day management of activities and providing regular performance, risks and issues reports.

Responsibilities

Strategic

- Support the Delivery Manager in ensuring alignment of delivery activities with regional priorities and targets.
- Identify and mitigate risks to prevent underperformance.
- Provide regular performance and financial reporting data including forecast and analysis insights.

People

- Direct line management of a small team.
- Supporting the team to ensure effective, compliant delivery of projects and programmes through compliant robust contract management processes.
- Demonstrate strong communication and relationship management skills and experience, including the ability to manage challenging conversations.
- Support and develop the team including identification of further development or training needs.

Operational

- To ensure day to day project or programme delivery aligns with contracts, delivery plans and wider funding agreements.
- Communicate and embed funding conditions in all delivery activity.
- To identify opportunities to improve performance and delivery activity.

- Prepare and present reports and data including performance reports, change requests and update reports to senior management level boards and forums.
- To Chair/lead meetings within the Contract Management Unit and supporting activity as required.
- Work closely across the directorate to ensure all reports and data developed is accurate and aligned to wider reporting and monitoring requirements.
- To use data and insights to develop forecasting and planning in line with contractual requirements.
- To support the team in ensuring compliance and quality in delivery activity, and escalate identified risks
- Maintain clear records and documentation for all delivery activity.
- To draft responses to correspondence requiring senior-level approval.
- Support the Delivery Manager in managing contract challenges, including engagement with legal and other organisational corporate services as necessary.
- Directly manage a small caseload of providers to ensure quality, compliance and performance standards are met.

Financial

- Maintain a clear understanding of financial requirements in contracts and funding agreements, ensuring alignment of delivery and change requests
- Escalating financial issues or risks as identified.
- Demonstrate knowledge of financial management processes and government funding streams.
- Develop financial profiles and forecasting activity.

Other

- To proactively engage and support providers, sharing best practise, support on-boarding and ongoing engagement and communication activity, including provider/supplier days and other activities.
- Identify opportunities for senior level or political visits and build a bank of supporting case studies.
- Contribute to external communications, including press releases and engagement with delivery organisations.
- There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of a contract management, performance management and/or compliance role.	X		X	X	
Experience of working effectively with stakeholders to achieve and communicate shared goals.	X		X	X	
Experience of working with skills, employability and other government funding streams including development and submission of funding and performance returns and claims processes.	X		X	X	
Line management experience.	X		X	X	
Skills / Knowledge	E	D	A*	I*	T*
Knowledge and understanding of government funding in skills, employment, health and community areas.	X		x	X	
High level numeracy skills including budgeting, data analysis, forecasting and trends.	X		x	x	x
Strong attention to detail including observational, analytical and organisational skills.	X		x	x	x
Ability to effectively communicate with a wide range of internal and external stakeholders.	X		x	X	

Advanced proficiency in MS Office applications developing presentations, reports, charts and graphs and managing calendar and scheduling activity.	X		x		
High level report writing skills, with attention to detail and ability to manage large amounts of data and information, drafting, editing and finalising reports, ensuring clarity, accuracy and adherence to organisational standards.			x	x	
Time management skills including ability to work independently and as a member of a cross functional team.	X		x	x	
Pro-active attitude with an adaptability to changing priorities and task.	X		X	X	
Qualification / Education / Training	E	D	A*	I*	T*
Contract Management		X	X	x	
Evidence of continuous professional development		X	X		

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family