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| **Service:** | Economic Partnership Unit |
| **Post title:** | Contracts and Relationships Officer |
| **Grade:** | JK |
| **Responsible to:** | AEB Implementation Manager |
| **Staff managed:** | None |
| **Date of issue:** | May 2024 |
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| Job context |
| York and North Yorkshire Combined Authority (the Combined Authority) is a public sector employer with access to powers and funding to unlock transport and housing improvements, boost skills provision and help the economy transition to net zero. Making the most of the combined strengths of the city region and rural power house, the Combined Authority is a long-term commitment to shaping a brighter future for generations to come. By working for us you will play a part in making positive changes, unlocking investment, supporting business and communities to thrive and creating new and better opportunities for people that live and work, here.  The Contracts and Relationships Officer role will be located in the Adult Education Budget (AEB)\* Implementation Team - a multi-disciplinary team with a pivotal role in preparing the Combined Authority to take responsibility for the devolved AEB. Working closely with colleagues both internally and externally (and from other Mayoral Combined Authorities), the postholder will have a key role in building and maintaining relationships with adult skills providers and key stakeholders and developing channels of effective communication. The role will assist with the development of the systems and processes required to analyse, interpret and report on performance information, as well as supporting in the development a commissioning framework to ensure the Combined Authority has the funding and contracting arrangements in place to allocate funding and ensure provision that meets the strategic priorities identified in the Combined Authority’s Strategic Skills Plan.  The AEB is a key commitment of York and North Yorkshire from the devolution deal, with the Combined Authority taking responsibility for the AEB commencing August 2025. The AEB provides funding to support the engagement of adults aged 19 and over to equip them with the skills needed to progress to employment, apprenticeships, or other learning. The implementation stage runs until July 2025 and enables the planning and preparation to take place to ensure the Combined Authority is able to take on the AEB as of 1st August 2025.  This role requires the possession of skills and experience including strong analytical, written and verbal communication skills, partnership working and negotiation. The post holder must have demonstrable experience in contracts and relationship management.  This will be a challenging role, requiring excellent interpersonal skills and a robustly strategic approach.  The post will be based at West Offices, City of York Council or County Hall, Northallerton.  *\*Please note that the Adult Skills Fund (ASF) replaces the Adult Education Budget (AEB) from 1st August 2024.* |

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| Structure |

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| Job Description | |
| Job purpose | **The core purpose of the Contracts and Relationships Officer will be to build and maintain relationships with adult skills providers and key stakeholders, and to assist with the operational development of the systems and processes required to analyse, interpret, and report on provider performance so that the Combined Authority is ready to take on the responsibility of the AEB from August 2025.** |
| Operational management | * Assist with the development of the systems and processes required to analyse, interpret and report on performance. * Support with the development of an effective AEB commissioning framework that has clear contracting, commissioning, payments, monitoring and performance management arrangements. * Support with the preparation of service specifications required for the commissioning process. * Support with the establishment, test and implementation of robust payments and budget monitoring arrangements. * Contribute to the achievement of targets. * Planning for effective and consistent management and consideration of policies and other operational matters in relation to the contracting of AEB provision. * Identify improvements and efficiencies in contract management governance and policies. * Identify and manage risks/issues, escalating to line management as appropriate. |
| Communications | * Lead on building strong working relationships with prospective AEB providers. * To build and maintain relationships with key external stakeholders and develop channels of effective communication. * Communicate effectively both internal and externally to ensure opportunities for collaboration and knowledge sharing are maximized. * Ensure the required customer service standards are understood and exceeded where possible. * Work with members of the team and key stakeholders to investigate the causes of any variance from plans/targets and contribute to the implementation of solutions. * Support the development of internal and external communications where required by regular contact with the teams, stakeholders, and communications team. * Manage conflict situations effectively and proactively seek to be creative in developing solutions. * Ensure the Commissioning Framework and Funding and Performance Management Rules are communicated effectively and timely to providers and key stakeholder to ensure AEB activities can be delivered. |
| Partnerships | * Engage a range of adult skills providers to ensure delivery and development of high-quality provision that aligns with the Strategic Skills Plan, AEB outcomes and value for money. * To promote partnership working internally to ensure effective provider management, including legal, finance and procurement. * To represent the authority, AEB Implementation Team as necessary at Member and officer working parties and other internal and external meetings on AEB. * Develop relationships with Department for Education and with other Mayoral Combined Authorities. * Support with the consultation and active engagement of the provider market to assist in the development of AEB strategic commissioning framework. |
| Systems and information | * To work with the Data Intelligence Specialist to ensure the development, testing and implementation of effective contracting, payment and performance management systems, including a system that will process ILR data in order to make payments to providers and performance manage agreements and contracts. * Utilise CRM tools and databases for the management and organisation of stakeholder relationship information. * Provide accurate reporting and forecasting of AEB provision to inform the Combined Authority’s annual commissioning cycle. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * In depth knowledge of contracting processes. * Working knowledge and understanding of current forms of contract, contract documentation, systems and processes. | * Knowledge of the adult skills base. * Knowledge of principles and models of quality assurance. |
| Experience   * Experience of the development and drafting of contract documentation and related information and experience of management of contracts. * Experience of managing systems to track and report on performance in a complex operational environment. * Experience of supplier relationship management * Experience of analysing, interpreting and challenging financial data and information. | * Experience of working within adult skills. * Experience of working within strict education funding guidance. |
| Occupational Skills   * Analytical and IT skills sufficient to create and manipulate documents, spreadsheets and databases to interrogate and analyse data for performance measurement. * Ability to establish effective working relationships, both internally and with a range of external organisations. * Excellent written and verbal communication skills with experience in disseminating information via written reports and presentations to a wide range of audiences in terms of both size and composition. * Ability to work independently and as a member of a team. * High level of professional integrity. * Work well against a background of change and uncertainty. * Works well under pressure. |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Relevant professional qualification, or post graduate qualification, or demonstrable equivalent experience. |  |
| Behaviours   * Committed to the development and demonstration of the corporate vision, values and behaviours. * Committed to ensure equality and inclusion are demonstrated. * Highly motivated and not easily discouraged. * Personal and professional demeanour. * A high degree of probity and integrity and work within the constraints of a publicly funded service. * A commitment to learning and achievement. * Able to work flexibly to meet the demands of the job including ability to attend meetings outside of normal business hours. * Able to travel for business purpose. |  |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.