



Job Title:	Area Contract Manager		Contract Type:	Permanent
Grade :	G7	Salary range (depending on location):	National - £51,767 to £59,590 London - £55,720 to £64,135 Please note that unless you are currently employed by the Civil Service and are earning more than the minimum above, if successful you will be offered the minimum for the grade depending on your location.	
Location:	Brighton or Petty France, London Whether based at Brighton or Petty France, this role will involve travel to providers across the South East of England and also regular attendance at the Brighton regional office and Petty France.			
Directorate:	Contract Management & Assurance	Team :	Contract Management	
Working Pattern:	The post is supported by the MOJ flexible working policy and includes colleagues who work flexibly, remotely, part time or as part of a job share etc.			
Reporting to:	National Contract Manager South East			
Closing date for applications	27 th January 2023			

The Legal Aid Agency

We are an executive agency of the Ministry of Justice (MoJ). We provide civil and criminal legal aid and advice in England and Wales to help people deal with their legal problems.

Our people are at the heart of achieving excellence. Employing around 1,200 colleagues across England and Wales, we feel proud to have some of the best People Survey results in the Civil Service.

Our LAA commitment to Diversity and Inclusion

The LAA is committed to diversity and inclusion and we positively promote flexible working, including job shares.

We will consider all applications on merit regardless of age, disability, gender identity, sexual orientation, socio-economic background, religion, ethnicity, preferred working pattern and except for exceptional circumstances your working location.

As a Disability Confident organisation, we will offer a guaranteed interview to candidates with a disability who meet the essential criteria for this role. Under the Equality Act 2010 a disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities which has lasted, or is expected to last, at least 12 months.

If you are responding to a role within the Legal Aid Agency and would like to be considered under the guaranteed interview, please indicate this in your application and let us know of any

reasonable adjustments you may require during the sift or later selection processes.



Contract Management & Assurance

Contract Management & Assurance is responsible for the operational management of the provider base, providing assurance across Contracts worth over £1.5bn per year.

Contract Management

Area Contract Managers and their team of local Contract Managers are the external face of the LAA to providers and stakeholders alike. They manage financial, political and reputational risk to the LAA and the MoJ by developing and sustaining productive relationships with these people and by ensuring compliance with LAA contracts, helping and educating providers where appropriate, and sanctioning the same when requirements are not met.

Job Summary

Area Contract Managers lead and manage the Contract Managers and Assurance staff based at the geographical site(s) they are responsible for, managing relationships between contracted organisations and the LAA.

Area Contract Managers in specific geographical locations have responsibility for leading and managing non-Contract Management operational teams within Assurance.

You will provide strategic local direction for your direct reports and will include locally based assurance staff in line with local requirements

Responsible for achievement of corporate targets by site and for a national collaborative approach to corporate target achievement overall.

You will have responsibility for management of up to 7 Contract Managers across one geographical location. Specific short-term and permanent arrangements will be considered on a case-by-case basis to take into account workload, resource and logistics.

You will be accountable for provider performance in your geographical area and, where applicable, management of the local resources budget and performance of the Assurance teams under your leadership.

Additionally, you will develop and manage relationships with external stakeholders, mostly, but not exclusively, within the Justice family, to manage local political and reputational risk to the organisation and the MoJ.

Key Responsibilities:

- To provide visible leadership within their Contract Management and Assurance team, both direct reports and co-located, and positively promote future changes in the LAA by communicating a clear vision and providing a clear sense of direction
- Responsible for performance of Contract Managers in achieving national objectives as defined by the Senior Leadership Group.
- Responsible for performance of Assurance team(s), where applicable, in achieving national objectives as defined by the Senior Leadership Group.
- Accountable for delivering performance and strategic objectives at a local office level, as set by Senior Management Team

- Monitor, evaluate and minimise risk whilst maximising value for money by liaising and networking with different internal and external agencies.
- Review current practice and risk across the Assurance teams, where applicable, ensuring any improvement needs are identified and addressed.
- Allocate portfolios and management of key resources to deliver business needs
- Liaison and networking with Area Contract Managers and others to ensure consistent delivery of objectives.
- Responsible for delivery within set budget and resource management as defined at a national level
- Support the Head of Contract Management & Assurance in setting and delivering strategy on a national and consistent basis.
- Establish and maintain key relationships with stakeholders through the team e.g., Courts, Police, MPs, Local authorities and Provider Representative bodies
- Lead on national activity on behalf of the wider team as required.
- Hold the strategic ownership of intelligence and information supplied by the CM team(s)
- Coach and support less experienced team members and mentor new starters

Training

You will be provided with training on all relevant aspects of both the Contracts.

The Ministry of Justice is committed to staff development and offers an extensive range of training and development opportunities.

Essential Knowledge, Experience and skills	<ul style="list-style-type: none"> • You are a confident leader who has the drive and ability to inspire your team to make things happen. You are able to recognise and effectively manage the individual needs of your Contract Managers and encourage them to develop and reach their potential. • You are driven, embrace change and are comfortable working within a fast-paced environment where no day is the same. You are not fazed by uncertainty and continue to deliver corporate targets showing resilience and the ability to maintain composure when faced with challenges. • You are a highly organised self-starter with experience of managing complex contracts. A core part of your role will be to work independently, taking ownership to achieve specified outcomes. • You will understand what is happening in your region today whilst also being able to anticipate risks or problems that may arise. • You will enjoy working with a range of key stakeholders and build effective working relationships both inside and outside of the organisation. You can influence others and flex your style accordingly whilst maintaining integrity.
Desirable Knowledge, Experience and skills	<ul style="list-style-type: none"> • Knowledge of Office 365 applications • Knowledge of service delivery under procurement law and commissioning public services • You will successfully complete New Starter Training within 12 months of appointment (applicable to external candidates only)

Assessment approach

Application Process –

To apply please submit a CV and statement of suitability showing how you meet the essential criteria in no more than 1250 words.

Your statement should demonstrate your ability to do all of the essential criteria listed, using examples can help strengthen your application.

Interview / assessment Process

If you are successful through the application stage, you will be invited to an interview / assessment centre in person or via Microsoft Teams where you will be assessed against the following:

- Strengths relevant to the role
- The following Behaviours:
- **Delivering at pace**
Ensure everyone clearly understands and owns their roles, responsibilities and business priorities. Give honest, motivating and enthusiastic messages about priorities, objectives and expectations to get the best out of people. Comply with legal, regulatory and security requirements in service delivery. Set out clear processes and standards for managing performance at all levels. Ensure delivery of timely quality outcomes, through providing the right resources to do the job, reviewing and adjusting performance expectations and rewarding success. Maintain own levels of performance in challenging circumstances and encourage others to do the same.
- **Leadership**
Promote diversity, inclusion and equality of opportunity, respecting difference and external experience. Welcome and respond to views and challenges from others, despite any conflicting pressures to ignore or give in to them. Stand by, promote or defend own and team's actions and decisions where needed. Seek out shared interests beyond own area of responsibility, understanding the extent of the impact actions have on the organisation. Inspire and motivate teams to be fully engaged in their work and dedicated to their role.
- **Working Together**
Actively build and maintain a network of colleagues and contacts to achieve progress on shared objectives. Challenge assumptions while being willing to compromise if beneficial to progress. Build strong interpersonal relationships and show genuine care for colleagues. Ensure consideration and support for the wellbeing of yourself and individuals throughout the team. Understand the varying needs of the team to ensure they are supported and their experiences are utilised. Create an inclusive working environment where all opinions and challenges are taken into account and bullying, harassment and discrimination are unacceptable. Remain available and approachable to all colleagues and be receptive to new ideas.
- **Managing a Quality Service**
Demonstrate positive customer service by understanding the complexity and diversity of customer needs and expectations. Deliver a high quality, efficient and cost effective service by considering a broad range of methods for delivery. Ensure full consideration of new technologies, accessibility and costings. Make clear, practical and manageable plans for service delivery. Ensure adherence to legal, regulatory and security requirements in service delivery. Proactively manage risks and identify solutions. Establish how the business area compares to industry best practice. Create regular opportunities for colleagues, stakeholders, delivery partners and customers to help improve the quality of service.
- **Developing Self and others**
Prioritise and role-model continuous self-learning and development. Identify areas individuals and teams need to develop in order to achieve future objectives. Support colleagues to take responsibility for their own learning and development. Ensure that

development opportunities are available for all individuals regardless of their background or desire to achieve promotion. Ensure individuals take full advantage of learning and development opportunities available to them, including workplace based learning. Encourage discussions within and between teams to learn from each other's experiences and change organisational plans and processes accordingly.

- Your Experience of implementing, promoting, or understanding diversity and inclusion policy.

Shortlisting is planned for week commencing 30th January 2023

Interviews are planned for week commencing 20th February 2023

If you would like more information on this opportunity, please contact – Jill Waring
jill.waring@justice.gov.uk

Complaints procedure

If you have any complaints about this recruitment activity, please share your concerns by emailing LAACentralRecruitmentFunction@justice.gov.uk initially. We aim to respond to any complaint within 10 working days.

If you are dissatisfied with our response, we will forward your complaint to the Civil Service Commission, an independent body, for review.