

Job Description

Role	Partnerships and Contracts Coordinator	
Job family	Service Delivery	
Reporting to	Head of Service Delivery	
Salary / Grade	£29,983.59 - £33,315.10 FTE (£18,233,26 -£20,259,12 actual)	
Hours	22.5 hours per week	
Location	<p>Godalming, with travel to other CASWS locations as required</p> <p>Flexibility for some remote working dependent on service and client need as agreed between teams</p>	<p>Level of travel:</p> <p>Medium</p>
Team overview	The CASWS Service Delivery team is structured to reflect the different levels of advice and delivery across the organisation, ranging from information to full casework.	
Role purpose	To coordinate and support the development and delivery of partnerships or projects, including grant and contract management.	
Functional responsibilities / competencies	Key elements/Tasks	% of Time
<p>Grant and contract management – work with management and partners to support effective contract and grant management, with timely and effective reporting.</p>	<ul style="list-style-type: none"> • Manage a portfolio of funded services and programmes to ensure project requirements are met • Maintain consistent oversight of contract performance, focusing on the management of partners and other local Citizens Advice offices, identifying at an early stage any interventions required. • Ensure CASWS meets its obligations to funders and partners, such as payments being made on time • Managing performance improvement plans, where required in line with agreed frameworks • Produce reports and monitoring information about the service for the funder/commissioner and management, supported by our data analyst. • Convene and attend project meetings with as required, building good relationships with key stakeholders, and presenting reports and related information as required. • Mobilise new services, including drafting of grant agreements and developing ways of working 	<p>30%</p>

<p>Coordination of Service Delivery – support the wider team and partners to achieve strong performance on grants and contracts</p>	<ul style="list-style-type: none"> • Work collaboratively with the wider team and partners to ensure good performance and quality is maintained on projects, and supporting service delivery, including: <ul style="list-style-type: none"> • Ensuring relevant support material, guidance and tools are in place. • Facilitating and coordinating project meetings, including the sharing of good practice • Support good performance, sharing key performance and outcome measures where appropriate. • Ensure appropriate processes including IT are in place for effective project delivery. • Developing and managing improvement plans • Develop briefings and communications to support partnership development and understanding of requirements and referrals processes. • Support the consistent use of recording systems to meet contract reporting needs. • Implement new services from project initiation to project evaluation through an operational plan, including <ul style="list-style-type: none"> • Develop project plans identifying key milestones and sequence of activities • Monitor plans and take timely action to ensure they are on track • Provide innovative solutions to the implementation of new processes • Lead and participate in the recruitment of new project staff • Support Research and Campaigns activities, with within partnerships • Contribute to a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and team members are motivated to do their best. 	<p>30%</p>
<p>Development of Funding and projects –</p>	<ul style="list-style-type: none"> • Work with the Senior Management Team and other partners to develop, secure and embed new funded services and projects. • Support the development of funding bids including: <ul style="list-style-type: none"> • identifying opportunities and horizon scanning • supporting bid writing • developing project ideas • building effective working relationships with stakeholders • Support the development and implementation of market strategies for public sector grant and contracts 	<p>30%</p>

	<ul style="list-style-type: none"> Support the wider work of the service in developing potential new partnerships Work with Head of Support Services to put in place project Equality Impact Assessments for new and ongoing services. 	
Maintain expertise and insight -	<ul style="list-style-type: none"> Manage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in support. 	5%
Other	<ul style="list-style-type: none"> Deputise for the Head of Service Delivery from time to time. Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training. Attend relevant internal and external meetings as agreed Prepare for, attend, and contribute to supervision sessions/team meetings/staff meetings as appropriate. Identify own training needs and agree with the line manager training and development activities to be undertaken. Undertake other duties as may be reasonably required within the scope of the role. 	5%

Personal Specification

- 1. Strong project and change management skills, with the ability to manage competing priorities, meet deadlines, and deliver objectives effectively.**
- 2. Proven experience in grant and contract management, including compliance, reporting, and risk management.**
- 3. Expertise in funding development, identifying opportunities, and writing successful funding proposals or bids.**
4. Skilled at working in multi-stakeholder partnerships, collaborating effectively with senior leaders, internal teams, and external stakeholders.
5. Proactive and courageous in addressing issues, holding others accountable, and navigating challenging situations professionally and respectfully.
6. Ability to analyse and interpret data, communicate findings effectively, and take appropriate actions.
7. Understanding of staff motivation and performance management, with experience supporting line managers to implement improvement plans.
8. Creative thinker with the ability to develop innovative ideas for new projects and systems.

9. Knowledge of Citizens Advice services and their value in achieving partner goals and priorities.
10. Excellent communication skills, both written and verbal, tailored to diverse audiences.
11. Self-motivated and proactive, with the ability to identify and seize opportunities independently.
12. Proficient in digital systems, including case management tools and Office 365, with the ability to analyse data and support others in using these systems.

Items in **bold** will be given higher priority in recruitment process

Requirements for role

1. Work within our organisational key principles - *you are able to work within our key principles to deliver a service that is Confidential, Free, Impartial and Independent*
2. Embed Equity, Diversity and Inclusion (EDI) in day to day work- *You understand the policies and approach to Equity, Diversity and Inclusion, and are able to use this knowledge to create and support an equitable, diverse and inclusive service and office*
3. Provide a service that meets legal and regulatory requirements and understand the purpose of quality assurance systems - *You understand the legal and regulatory requirements that apply to your role and know what to do to ensure they're met.*
4. Use systems relevant to the role - *You have the digital skills needed to use the tools, software and platforms relevant to your role.*
5. Describe the range of services provided across the organisation - *You understand that Citizens Advice services are national and local, across England and Wales, and know what the different parts of the service do, both in your office and wider organisation.*
6. Be collaborative, supportive, inclusive and have integrity - *You contribute towards a safe, positive and inclusive working environment where everyone can be themselves.*
7. Work constructively with others, individual and as teams - *You are able to work by yourself, with others and in teams, effectively, productively and constructively.*
8. Personal Development - *You contribute proactively to the assessment of your role and team and work to continually improve.*