



Role Profile

Job Title:	DA Contracts Manager			
Grade:	9			
Salary:	£36,999 - £39,999			
Hours:	35			
Contract Type:	Permanent			
Location:	Kent			
Responsible to:	Head Of Operations			
Responsible for:	Service Managers / Multi-Agency Relationships / Contracts			
Committed	Curiosity	Connected	Collaborative	Compassionate

Background:

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group work and all support staff are expected to be capable of integrated working in the wider social system. Colleagues are expected to work flexibly as needed by service demands, this may include evenings and weekends. Where necessary staff are also expected to participate in the out-of-hours service, providing an on-call system for the refuge service users (for which enhancements are paid)

Purpose of the role:

The Domestic Abuse Contract Manager will oversee the performance and compliance of our key contracts, ensuring we meet and exceed Key Performance Indicators (KPIs). This will ensure that our service delivery remains consistent, high-quality, and aligned with contract requirements.

They will support operational activities as directed by the Head of Operations and the CEO, ensuring efficiency, legislative compliance, and fulfillment of all contractual obligations in line with Oasis's strategic plan.

DA Contracts Manager – Kent**Key Responsibilities:****1. Team Management:**

- Lead, mentor, and manage a team of professionals to ensure effective service delivery.
- Conduct regular team meetings to review performance, address issues, and plan for future activities.
- Provide ongoing training and development opportunities to team members.
- Support the development of the Line / Service Managers to realise and achieve their full potential within Oasis. Including but not limited to regular 121s, case management where needed, and annual reviews.
- Drive your continuous professional development and be qualified as a Designated Safeguarding Lead. (or be willing to attend the relevant course if not already qualified).

2. Contract Performance and Compliance:

- Monitor and evaluate the performance of key contracts to ensure compliance with all terms and conditions.
- Develop and implement strategies to meet and exceed KPIs.
- Prepare and submit regular performance reports (periodically / quarterly) to the Head Of Operations, the CEO / Board, and our Commissioners.

3. Data Management and Report Writing:

- Collect, analyse, and interpret data to monitor service performance and identify areas for improvement.
- Prepare detailed reports that provide evidence and proof of the need for our services, supporting funding applications and strategic planning.
- Ensure data integrity and confidentiality following data protection laws and organisational policies.
- Use data insights to drive decision-making and demonstrate the impact of our services to stakeholders.
- Regularly update and maintain accurate records to support transparency and accountability.

4. **Strategic Planning and Implementation:**

- Support the development and execution of strategic plans to enhance service delivery and operational efficiency.
- Collaborate with senior management to align contract management activities with the organisation's strategic goals.
- Identify service improvements and innovation, design, and cost to implement projects and opportunities.
- To act as the agent for change within the operational activity of Oasis, ensuring continuous improvement, innovation, added value, and service user involvement is at the heart of all we do.

5. **Leadership and Communication:**

- Act as a key point of contact for stakeholders, including funders, partners, and regulatory bodies.
- Foster a positive and collaborative working environment within the team and across the organisation.
- Communicate effectively with all levels of the organisation to ensure transparency and alignment.

6. **Operational Support:**

- Assist in the development and implementation of policies and procedures to ensure compliance with legislation and contractual obligations.
- Oversee the day-to-day operational activities to ensure they run smoothly and efficiently.
- Address and resolve any issues or challenges that arise in the course of service delivery.
- In conjunction with the Head Of Operations, lead the development of new services and expansion of current services, to meet the needs of both service users and the communities Oasis serves.

7. **Financial Management:**

- Monitor and manage budgets related to contract delivery.
- Ensure financial resources are used effectively and efficiently to meet contractual obligations.
- Prepare financial reports and forecasts as required.
- In conjunction with the Head Of Operations & Finance, an annual operational budget is set and managed effectively and efficiently achieving surpluses where required.

8. **Key Performance Indicators (KPIs)**

- **Service Delivery:** Achieve and maintain a high level of service user satisfaction, with a target of 90% positive feedback.
- **Compliance:** Ensure 100% compliance with all relevant domestic abuse legislation and regulatory requirements.
- **Training:** Ensure all team members complete mandatory training on domestic abuse and legal updates periodically and annually.
- **Incident Reporting:** Maintain a comprehensive and accurate incident reporting system, with all incidents reviewed and addressed within 48 hours.
- **Legal Updates:** Stay up-to-date with changes in domestic abuse laws and

regulations, and ensure these are communicated and implemented within the team promptly.

- **Outreach and Engagement:** Increase community outreach and engagement activities by 20% annually to raise awareness and support for domestic abuse services.

9. **Health and Safety Compliance:**

- Ensure all operations comply with the Health and Safety at Work etc. Act 1974 and other relevant health and safety legislation.
- Conduct regular risk assessments and implement measures to mitigate identified risks.
- Provide training and resources to ensure all team members are aware of and adhere to health and safety guidelines.
- Maintain up-to-date records of health and safety incidents and ensure timely reporting and resolution.
- Collaborate with the Head Of Compliance and Health & Safety, and HSE where needed, any other regulatory bodies to ensure compliance with the latest health and safety standards.

Review Arrangements:

The details in the role specification reflect the content of the job at the date the document was prepared.

It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed.

Consequently, we expect to revise this role specification from time to time and consult with the postholder at the appropriate time.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Person Specification	Essential	Desirable
1. Experience		
At least 3 years of senior management experience within an organisation that commissions or delivers support to vulnerable people.	Y	
Experience in managing departmental or organisational performance.	Y	
Experience in developing strategies and leading a team to deliver them.	Y	
Contract Manager level experience within an organisation that commissions or delivers support to vulnerable people.		Y
Experience in delivering organisation change management.		Y
Experience in a senior management role within an organisation that is expanding quickly.		Y
2. Knowledge & Qualifications		
Professional, management, or support qualification, or be working towards one.	Y	
Thorough knowledge of the delivery of client support within DA organisation.	Y	
A thorough understanding of the commissioning and delivery of support to vulnerable people.	Y	
An understanding of the political agenda in relation to localism, devolution, commissioning, and the integration of DA clients and support needed for individuals.	Y	
3. Capabilities & skills		
Commitment to providing high-quality services to vulnerable people.	Y	
Commitment to service users co-producing and delivering services.	Y	
An interest in the formulation of social and public policy agenda.		Y
Commitment to developing and maintaining a high level of service to colleagues, service users, partners, and other stakeholders.	Y	
Confidence to act as a spokesperson for the charity and give presentations/training sessions when required.	Y	

The capacity to handle pressure and to be adaptable to changing or conflicting demands.	Y	
The ability to identify solutions to problems and implement them.	Y	
The ability to actively contribute ideas and suggestions that improve the quality of service.	Y	
Excellent communication and influencing skills (written and verbal).	Y	
4. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	Y	

