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**Work and Wellbeing Performance and Fidelity Manager**

**Job Description**

**Salary Grade:** 5A £38,034 - £41,123 per annum

**Hours:** 37 hours per week

**Department:** Work & Wellbeing

**Contract Type:** Permanent

**Responsible To:** Head of Work & Wellbeing

**Responsible For:** Income & Contracts Assistant

Financial Wellbeing Specialist

**Cover For:** Income & Contracts Assistant

**Liaising With:** Work & Wellbeing Team Leaders, Quality & Impact Manager, Internal departments including Governance and Performance & Data, External auditors, Commissioners

**Role purpose**

To drive contractual performance and compliance across our range of Work and Wellbeing services. To ensure that Work and Wellbeing services adhere to the requirements of the IPS Fidelity framework and other regulatory frameworks. To uphold the high performance culture within Work and Wellbeing and drive continuous improvement. To uphold the highest standards of data tracking and reporting performance against our range of employment contracts.

**MAIN AIMS OF THE JOB**

* Drive effective contract performance management across Work and Wellbeing services.
* Ensure that our Work and Wellbeing Services operate at the highest standard against the IPS Fidelity framework and other regulatory or quality standards.
* Uphold the high-performance culture in Work and Wellbeing and work closely with the Quality & Impact Manager to drive continuous improvement by leading action plans and ensuring audit recommendations are achieved.
* Oversee compliant data collection, storage, analysis and dissemination to internal and external stakeholders, including monthly MI returns and provision of performance data to work and wellbeing commissioners, funders and internal teams.
* Lead a small team to support contractual performance and compliance.

**Main Tasks of the Job**

**Drive effective contract performance management across Work and Wellbeing teams and services**

* Support the delivery of high performance by ensuring that teams across Work & Wellbeing are achieving key performance indicators and targets. Proactively monitor and analyse performance, tracking performance against targets, and quickly identify any areas of contract underperformance.
* Communicate performance insight in a way that drives action, and work closely with the Head of Service and Team Leaders to implement measures to recover underperformance.
* Work with Team Leaders to continuously improve performance against targets, establishing a culture of improvement and ambition to deliver at the highest level.
* Undertake periodic reviews of performance trend and root cause analysis of reasons for underperformance. Share findings with the Head of Service and Team Leaders and develop and lead planned programmes of remedial action.
* Work with the Head of Service on the oversight of effective contract performance meetings. Attend to provide performance data and analysis and compliance updates to commissioners and other stakeholders.
* Work closely with the Head of Performance & Data, the Quality & Impact Manager, and within the performance framework of SYHA to ensure an aligned approach.
* When required provide support to the SYHA Performance and Data team on key areas of work.

**Ensure that the Work and Wellbeing contracts operate at the highest standard against the IPS Fidelity framework and other regulatory or quality standards.**

* Lead on ensuring our Work and Wellbeing services operate in full compliance with the 25 Point IPS Fidelity Scale.
* Develop a programme of support to teams to ensure high Fidelity, and motivate teams to deliver high Fidelity, influencing practice.
* Be the lead contact for IPS Fidelity, keeping teams abreast of changes in policy and practice.
* Chair local IPS Steering Groups in line with IPS Fidelity, building effective and positive relationships with key stakeholders, and be the primary contact for evaluation partners including IPS Grow.
* Provide support around fidelity to alternative models of employment as needed (Eg Jobs Plus, SEQF).
* Act as the Work and Wellbeing lead on external audits (e.g. IPS Fidelity, Ofsted), leading teams to deliver high/exemplary gradings. Work closely with the Quality and Impact Manager to coordinate external audits, and feed all findings and action plans into the LiveWell Quality Assurance Framework process.
* Work with the Quality & Impact Manager to agree and undertake a programme of internal audits & compliance checks on our Work and Wellbeing contracts, including leading self-assessments against the Fidelity scale.
* Ensure that the Work & Wellbeing Risk Register is updated regularly, and that areas of emerging risk are escalated to the Head of Service.
* Identify and escalate areas of potential compliance risk to the Head of Service.
* Ensure that all plans and documentation related to regulatory compliance are up-to-date and adhere to regulatory standards.

**Uphold the high-performance culture in Work and Wellbeing and work closely with the Quality and Impact Manager to** **drive continuous improvement by leading action plans and ensuring audit recommendations are achieved**

* Develop and lead improvement Action Plans (eg Fidelity Action Plans, post-audit recommendations), following up Audit recommendations, implementing corrective actions, & regularly sharing emerging best practice and learning with teams.
* Develop and lead our Race Equity Plan within Work & Wellbeing, with a particular focus on meeting IPS Fidelity requirements and improving our data quality on EDI.
* Facilitate the involvement of customers, partners, employers and wider stakeholders in delivery, evaluation and continuous improvement of our services. Ensure customer feedback is collected, reviewed and fed into improvement plans.
* Be Work & Wellbeing’s central point of contact for SYHA’s Governance and Performance & Data teams, and work collaboratively alongside the LiveWell Quality & Impact Manager.

**Oversee compliant data collection, storage, analysis and dissemination to internal and external stakeholders**

* Ensure that MI, contractual data returns and other contractual reporting are completed accurately and submitted on time (e.g. Mental Health Data Set returns).
* Provide performance data, analysis and commentary to Work and Wellbeing commissioners and other stakeholders. Generate clear insight on performance including analysis of areas of underperformance.
* Manage the Work and Wellbeing contract performance dashboards ensuring visibility of key performance indicators and targets. Provide a range of data to support Team Leaders and the Head of Service to monitor and deliver outstanding performance and compliance.
* Manage teams’ understanding of the systems that enable a clear focus on performance, quality, finances, compliance and equalities.
* Develop and lead a programme of data quality improvements to support our performance against our Work and Wellbeing contract requirements e.g. Mental Health Data Set, Equality Diversity & Inclusion data. Highlight data gaps and develop and lead plans to address these.
* Work with the Head of Business Development & Contracts on data profiling and service modelling for contracts and tenders.
* Provide all required data and insight required for external evaluators e.g, IPS Grow, Learning & Work Institute, with provision of data as required.
* Ensure that data collection and retention is in line with SYHA’s GDPR procedures, prepare Data Protection Impact Assessments, and keep Work & Wellbeing’s RoPa updated.

**Lead a small team to support contractual performance and compliance**

* Ensure contracts, partnership agreements, SLAs, and other associated documentation are up-to-date and securely stored.
* Oversee effective financial management of our contracts, ensuring that financial processes are actioned on time including invoicing contractual income.
* Effectively lead a small team (Income & Contracts Assistants, Financial Wellbeing Specialist) to support compliance and performance, including excellent line management in line with SYHA’s performance management framework, setting of clear objectives and performance targets, regular 121s, and leading regular team meetings.



**Work & Wellbeing Performance and Fidelity Manager**

**Conditions of Service**

**Salary Grade** 5A £38,034 - £41,123 per annum

**Hours** 37 hours per week

**Leave** 27 days annual leave, plus 8 statutory Bank Holidays and 4 additional days at Christmas, Easter, Spring and August Bank Holiday (pro rata if temporary or part time). The leave year runs from 1 April to 31 March.

**Pension** You are eligible for membership of the Association’s contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS. For more details please contact the HR Department.

**Unions** SYHA recognises UNITE and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.

**Car Allowance** This post does **not** attract Essential Car Allowance

**Job Share** The post is open to job share.

**Location** Sheffield with occasional travel across South Yorkshire

Region & Bassetlaw

**No Smoking** SYHA operates a no smoking policy within all our offices.

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**Work & Wellbeing Performance and Fidelity Manager**

**Person Specification**

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| **Criteria** | **Essential Requirements** |
| **Impact on Others** | * Excellent stakeholder management skills. * Able to collaborate effectively and to build positive relationships with a wide range of internal and external stakeholders. * Skilled at negotiating and influencing in complex or difficult areas to achieve desired outcomes. * Able to lead, motivate and inspire others. * Able to coach others to achieve improvements. * Excellent verbal and written skills, able to communicate complex information in an engaging way to people at all levels, both internally and externally. |
| **Motivation** | * Embraces change and drives for continuous improvement. * Drive to deliver high performance and excellent service to internal and external stakeholders. * Highly motivated, interested in finding solutions and improving quality. |
| **Values** | * Commitment to quality and high standards. * A flexible, can-do and positive mindset. * Reliable and trustworthy. * Demonstrable commitment to equality and diversity. * Commitment to SYHA’s values and behaviours. |
| **Professional Know-how & Qualifications** | * Excellent in-depth knowledge and understanding of IPS Fidelity and other supported employment models. * Significant experience of leading high performance on IPS or equivalent employment programmes. * Experience of leading teams to achieve high IPS Fidelity. * Experience of achievement in a target-driven environment and ability to drive improvement through focused performance management. * Track record of delivering successful frontline services against challenging contractual targets. * Able to demonstrate success in improved outcomes against targets. * Previous management experience supporting performance, quality and compliance. * Experience of carrying out quality assurance and/or quality improvement tasks. * Experience of staff supervision, management and/or mentoring & coaching. |
| **Problem Solving** | * Strong analytical and data manipulation skills, ability to translate complex data, and meticulous attention to detail. * Highly organised, able to manage multiple priorities and competing deadlines to achieve results by agreed target dates. * Ability to work independently and to use initiative. * Self-aware of personal strengths and weaknesses and willing to invest in personal and professional development |
| **Work Related Circumstances** | * Excellent digital skills, previous experience of working with databases, and familiarity with MS Office software including Excel * Willing to undertake occasional travel across South Yorkshire & Bassetlaw. |