



National Day Nurseries Association

★Brighter thinking  
for early years

## Job Description Projects and Contracts Manager

<b>Responsible to:</b>	Director of Quality & Training
<b>Responsible for:</b>	Project Team
<b>Salary:</b>	Band D
<b>Location:</b>	Hybrid (2 days per week office)
<b>Hours:</b>	Full Time - 37 hours per week (flexible to allow occasional evening and weekend work)

**National Day Nurseries Association (NDNA)** is a national charity and the membership association representing children's day nurseries across the UK, giving them information, training and support so they can provide the best possible care to young children. NDNA is the voice of the day nursery sector, an integral part of the lives of nearly one million children and their families. We provide information, training and advice to support nurseries and the 250,000 people who work in them to deliver world-class early learning and childcare. Working closely with local and national governments in England, Scotland and Wales, we campaign on the cost, choice and quality of childcare to benefit nurseries, families and the economy.

### Main purpose of the job

The post holder provides comprehensive project management to support the organisation with a range of funded projects and contracts. They will be responsible for ensuring that all contracts are delivered to the required level of performance and that key aspects such as participants recruitment and retention, partner management, budget management, data collection and data protection are effectively managed and in line with project deliverables. They hold responsibility for the management of processes and reporting on outcomes across live projects simultaneously; working with external partners, other internal managers and key staff to ensure agreed contractual targets are fully met.

### Main duties

- Support the overall strategic objectives of NDNA
- Work collaboratively with Directors, Senior Managers and the Early Years Advisors, to ensure contract deliverables are met to achieve organisational income and surplus targets
- Ensure timely claims and reporting including providing evidence required by funders
- Develop contract initiation plans prior to roll out of projects and contracts in agreement with Director of Quality and Training, contract holders and external delivery partners
- Initiate, and maximise outcomes and outputs of projects and contracts in collaboration with staff teams and partners, including establishing robust procedures and systems to gather, monitor and review the quality of delivery
- Arrange, agree and chair regular meetings with external funders and delivery partners to monitor contract deliverables and agree any risk mitigation actions to ensure projects are on track and there is minimal risk of non-compliance

- Develop materials and processes that ensure project successfully delivers all objectives and outcomes
- Coordinate the development of online services, ensuring external partners are on track and working internally with IT to ensure contract deliverables are met
- Work with the internal staff to gather participants' data, report internally and externally to delivery partners on any risks
- Work with external evaluators to achieve the evaluation milestones for contracts
- Manage and report on risks, agreeing risk mitigation actions
- Take responsibility for identifying and flagging delivery issues and risks. Working with the Director of Quality and Training and wider teams to resolve issues, initiate corrective action impacting on contract targets and ensuring areas of risk and business continuity are effectively managed
- Manage and audit internal teams and partner activity against contractual and projects delivery, ensuring performance standards are met, the project achieves consistently high outcomes and customer satisfaction and reporting issues surrounding quality, resources and skills
- Work with the Finance team to ensure that appropriate tracking and reporting mechanisms are in place to capture financial benefits being realised through the contract(s) and surplus levels are on track
- Ensure that delivery of programmes maximises available funding, proactively monitor progress against allocated financial targets and budgets reporting any risk to overspends against budgeted cost codes
- Ensure claims are managed in line with contractual requirements
- Focus on cost savings against initial budgets
- Working with the Director of Quality and Training solve issues and initiate corrective action that could impact on financial targets immediately
- Report progress on contractual delivery to funders
- Report progress on contractual delivery, identifying any additional opportunities and present regular reports to the Director of Quality and Training to inform the growth of NDNA
- Be responsible for the management and performance of staff in line with NDNA's policies and procedures and associates within own area of responsibility carrying out reviews and appraisals
- Work collaboratively with other managers across teams to enable effective overarching project management of funded contracts
- Work with the Marketing team to ensure robust marketing strategies are in place to promote programmes and achieve project outcomes
- Work with external organisations and strategic partners to maximise take up to programmes under projects and contracts
- Develop and maintain systems for the collection of data and monitoring of contract performance as required within contractual obligations, auditing periodically as required to ensure accuracy of information and contractual compliance
- Accurately maintain internal data systems to ensure customer information records are up to date and accurate
- Support the identification of additional funding opportunities passing on potential leads to the Funding Manager

- Develop new partnerships, communication channels and build external relationships with strategic partners and other agencies at local, regional and national levels to enhance and promote NDNA activities
- Provide commercial intelligence from project delivery to drive the development of the NDNA product portfolio
- Evaluate project deliverables, identify workforce needs and priorities and feedback to Director of Quality and Training

Any other duties reasonably requested by line management and commensurate with the level of the post.

In carrying out the duties and responsibilities set out within the job description and in the context of developing working relationships with others, the post holder will be expected to demonstrate commitment to and comply with all of NDNA's policies and procedures. This principle applies equally to all aspects of the role including any responsibilities relating to the provision and development of services.

## Personnel Specification Projects and Contracts Manager

Qualifications	
Criteria	Identified by
<b>Essential</b> <ul style="list-style-type: none"> <li>Degree level qualification or equivalent</li> <li>Project Management qualification or equivalent</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>Prince2 practitioner qualification or equivalent</li> </ul>	CV/Certificates
Experience	
Criteria	Identified by
<b>Essential</b> <ul style="list-style-type: none"> <li>A proven track record of managing contracts and projects, including the ability to initiate, manage, monitor, deliver continuous improvement and meet contractual objectives, milestones and KPI's</li> <li>Staff management skills (including management of remote staff and associates)</li> <li>Relevant experience at managerial level</li> <li>Management of multiple contracts</li> <li>Previous experience within project management</li> <li>Managing a demand led workload</li> <li>Utilising Excel as a project management tool for data analysis, data capture and programme management</li> <li>Team management and leadership</li> <li>Budget and financial management</li> <li>Development &amp; implementation of action plans</li> <li>Strong customer service or related experience.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>Grounded experience of contract management</li> </ul>	CV/ Interview
Skills and Abilities	
Criteria	How identified
<b>Essential</b> <ul style="list-style-type: none"> <li>Proficient use of MS Office software, specifically advanced level Excel skills</li> <li>Quality audit and management</li> <li>Ability to work in collaboration with other managers and staff to achieve stated goals and milestones</li> <li>Excellent communication skills; written, oral &amp; presentation</li> <li>Strong organisational skills, with the ability to lead a project team to consistently deliver excellent customer service</li> </ul>	CV/Interview /Task

<ul style="list-style-type: none"> <li>• Project and budget management, with the ability to produce accurate reports and analyse data</li> <li>• Able to build relationships at all levels</li> <li>• Able to prioritise workload and meet associated targets within deadlines</li> <li>• Able to set, evaluate and meet targets</li> <li>• Ability to horizon scan and identify new opportunities</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Management of self-employed associates and/or partner organisations/associations</li> </ul>	
<b>Knowledge</b>	
<b>Criteria</b>	<b>How identified</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Project Management techniques</li> <li>• Commercial awareness and potential opportunities spanning from the delivery of projects and contracts</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of market and legislation specific to Early Years and its influence on service and business development</li> <li>• Knowledge of laws implementing contracts and associate agreements</li> <li>• Knowledge of various funding sources</li> </ul>	CV/Interview
<b>Other Requirements</b>	
<b>Criteria</b>	<b>How identified</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Able to undertake occasional evening and weekend duties, including some overnight stays and travel within the UK</li> <li>• Flexibility in hours of working due to distance to some project locations and very occasionally evening and weekend work</li> </ul>	CV/Interview

