


Role of the Contract Manager



WELCOME

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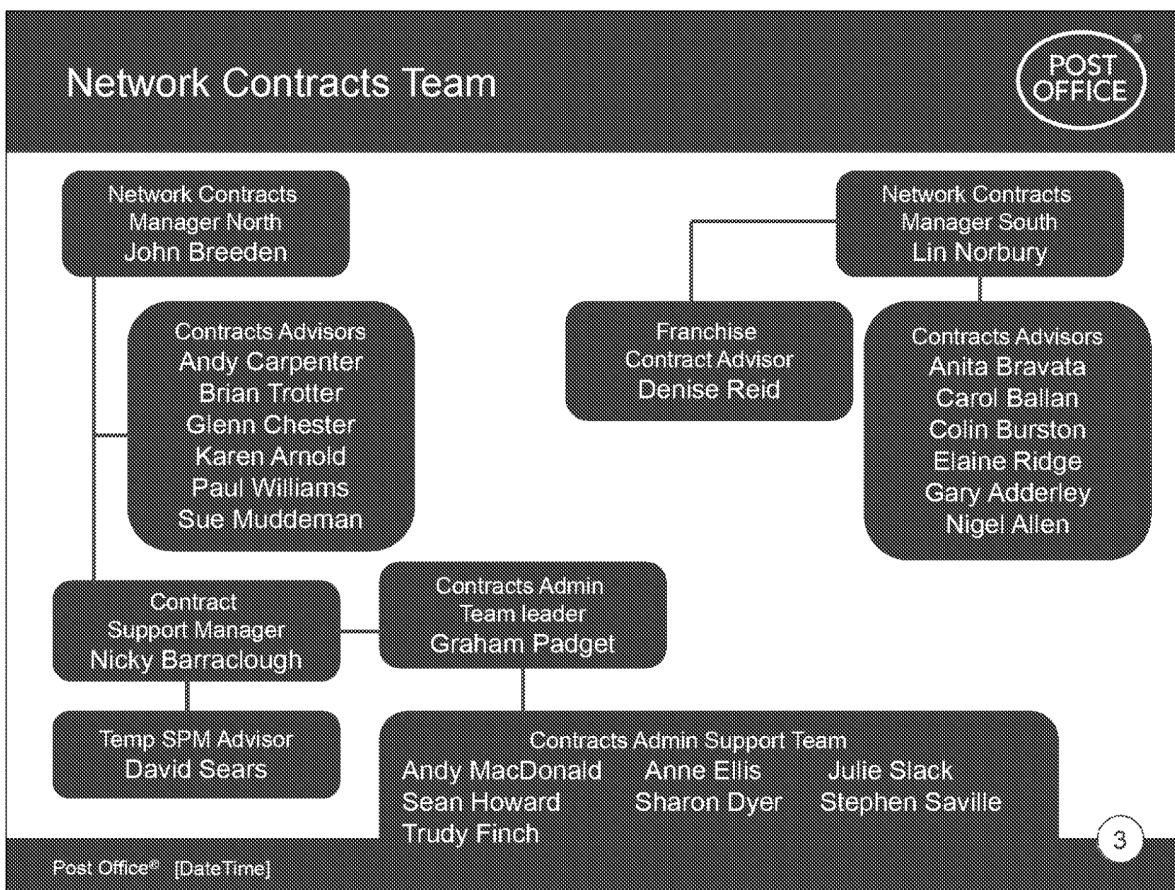
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Instructor notes you will need to explain some of the areas that the CA cover as this will be totally new to them.

Agenda



- Review Structure of Contract Managers Team
- Main roles/responsibilities
- What we can do to help them
- Questions?



Main Roles & Responsibilities



- Subpostmaster Recruitment Interviews (inc Franchise interviews)
- Conduct/Disciplinary cases
- Culpability cases
- Debt Recovery
- All other contractual issues involving Subpostmasters.

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Conduct/Disciplinary Cases



Target- 80% of conduct cases to be completed within 6 weeks from date of suspension the remaining 20% to be completed within 8 weeks.

Robust and established process to be followed in all cases:-

- Suspension letter
- Invite to RTU interview (alternative to provide written submission)
- Review of all information including information provided at RTU
- Final decision made on whether to terminate or re-instate
- Opportunity for Subpostmaster to appeal against termination (if applicable)

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Check understanding – explain abbreviations

Conduct cases – How can you help?



Audits – Information which would be useful to the Contract Team:-

- Cash declarations + Last 3 Branch Trading Statements
- Any personal cheques in the account?
- Has the last BT discrepancy been rolled over?
- List of current Horizon User ID's at the branch
- Horizon event logs – to identify Subpmrs personal involvement
- Signed Statements
- Pen Picture information on branch eg. Location of branch, number of serving positions, number of staff at branch, any associated retail?

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Culpability Cases



Target – 80% of culpability cases to be completed within 6 weeks from date of receipt of Security Managers report. The remaining 20% to be concluded within 8 weeks.

Robust and established process to be followed in all cases:-

- STM Culpability Decision received
- If the STM decides that there may be culpability following an incident then the Contract Manager writes to Subpostmaster inviting them to put forward reasons as to why he/she should not be held culpable for the loss.
- Subpostmaster responds either at interview or via written submission.
- Decision on culpability taken by Contract Manager and Subpostmaster duly informed.
- If considered culpable – Subpostmaster has right to appeal.
- Appeal hearing takes place – Final decision made on the case.

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Culpability cases – How can you help?



Completion of Incident Reports:-

- Details of branch eg. Pen picture
- Important to provide as much detail as possible as the culpability decision is part based on this.

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Check understanding – explain abbreviations

Other contractual issues



- Restrictions
- Subpostmaster recruitment interviews.
- Debt Recovery
- Intervention Activities eg. Vacancy reports/Incident Reports
- Preparation of Flag case responses
- All other queries – too many to mention!

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Check understanding – explain abbreviations

Questions



Any Questions?