

Job Description



Post Title:	Contract Advisor	Post Level:	3b
Post Reports to:	Agents Contracts Deployment Manager (North or South)	Department:	Network Services, Network & Sales Directorate
Completed by	John Breeden	Date completed	01 February 2012
Job title	Agents Contracts Deployment Manager North	VERSION	Version 1

Purpose

The primary accountability of this role is to manage contractual and corrective action issues for all contract/agreement types in the network excluding franchise agreements. This to include appointments, suspensions, terminations and other corrective measures across the network. This work is to be undertaken in accordance with agreed service standards and performance is to be continually monitored so improvements in performance can be sought and costs reduced.

The role is the expert domain in the field for all Agency contractual matters excluding Franchises. Working in conjunction with the Contracts and Policy team they will be integral in the development of relevant contractual policies and processes that support an agents lifecycle with Post Office Ltd.

Dimensions

Staff & Budget	Decision Making Authority	Working Relationships
Non staff budgets	Contractual decisions i.e. appointments, terminations, conduct penalties, culpability cases including culpability appeals across all operating models excluding franchises Corrective action decisions Debt recovery Restrictions Compliance with contractual, policy and procedural operating instructions and documentation e.g. mails integrity, Financial Services	Network Services Regional Network Managers and their teams Network Transformation programme team Conformance Standards and Branch Support team ASMs and RSMS Contracts and Policy team Other Network Strategy and Support teams P&BA/Finance HRSC Security Cash Management ATM Team NBSC NFSP local and regional reps Legal Services

Key Areas of Accountability

1. Work in partnership with Network colleagues to ensure best, most effective and efficient all round management of network. Support colleagues to ensure continued sales growth is achieved and maintained.
2. Deliver elements of the recruitment process appropriate to the Contract Team to include:
 - o Conducting appointment interviews in line with business policy
 - o Completion of appointment documentation in line with business policy.
 - o Reviewing conditions of appointment to ensure they are achievable, reasonable and in line with business policy.
3. Primary decision maker on contractual and corrective action issues, to include suspensions, terminations and other corrective measures.
4. Responsible for taking corrective action in all non-compliance cases, to include audit, security failures and underperformance. Responsible for the accurate and timely completion and dispatch



of all documentation relating to suspension, termination and corrective action cases.

5. Responsible for providing advice and guidance Regional Sales Managers and Area Sales Managers and other Network colleagues on the range of Agency contracts and their appropriate use.
6. Responsible for management, communication and deployment of changes to the Agency contracts.
7. Ensure the delivery of support to Network colleagues, adopting a dynamic and responsive approach to problem resolution.
8. Ensure appropriate corrective action is taken where serious cash deficiencies, failures to correct ONCH excesses occur (where dishonesty is not an issue) or in incidents where transaction corrections have not been brought to account.
9. Ensure effective actions are taken to resolve non-conformance issues relating to product transaction, Money Laundering, FSA or restrictions policy, or non-conformance with systems, physical security, cash management or branch presentation standards.
10. Demonstrate personal resilience, motivation and enthusiasm for customer-oriented service.
11. Support business change programmes.
12. Support the development of relevant contractual policies and processes that support an agents lifecycle to ensure fit for deployment.
13. Manage and resolve issues and problems arising from business proposition reviews

Key Capabilities & Technical Skills/Expertise

Technical Skills/Expertise	Leadership Behaviours
<ol style="list-style-type: none"> 1. The ability to champion a customer-centric approach allied with the business need to reduce costs. 2. A proven degree of customer orientation in decision making. 3. Working knowledge of Agency contracts and environment in which they operate. 4. Skills in general management as well as analytical and decision-making skills. 5. Ability to effectively challenge non-conformance to policy and procedures, addressing repeat poor performers successfully. 6. Experienced manager, with a track record of delivering results and improving performance within a complex multi-site environment. 7. Good negotiation and influencing skills – someone that does not shy away from conflict or the delivery of difficult messages. 8. Demonstrable knowledge and awareness of business practices, FSA standards, DDA compliance, H&S and appropriate legislation that impacts POL. 9. Forward thinking and creative in approach to work with the ability to cultivate these skills in others. 10. Confident communicator able to select the appropriate medium to cascade messages in an innovative fashion. 11. Strong time management skills to maximise personal resource, strong requirement to travel, and flexible to attend out of hours on occasions. 	<ol style="list-style-type: none"> 1. Motivated and enthusiastic to introduce change and achieve success. 2. The ability to maintain enthusiasm and commitment to a high standard of work 3. Organised, able to prioritise work under pressure and to tight timescales whilst maintaining own motivation. 4. Strong time management skills to maximise personal resource and flexible to attend out of hours on occasions. 5. Evidence of working on your own initiative and adopting a pro-active approach. 6. The ability to demonstrate personal resilience and motivation.

Capability Profile



I create value	4
I take action	4
I own performance	3
I work with others to win	4
I engage and involve	3
I support, develop & challenge	3