

Post Title: Contract Manager

Hours of work: 37 hours per week, flexible to the needs of the contract

Contract Type: Fixed-term 24 months (subject to 3 months' probation period)

Salary: £35,000 per annum

Responsible to: Director of Operations

Location: Based at MVA offices, Chatham

Job Purpose

The Contract Manager will oversee the delivery, performance, and development of gambling harms prevention services. The role will ensure the effective management of contracts, partnerships, and service outcomes, with a focus on reducing gambling-related harm and improving wellbeing within local communities.

The postholder will lead on contract compliance, performance monitoring, stakeholder engagement, and continuous service improvement, ensuring services are delivered in line with funder requirements and best practice.

This role will play a crucial part in reducing gambling-related harm, supporting the VCSEF sector, and strengthening community resilience through prevention, early intervention, and partnership working.

Key Responsibilities

Contract and Performance Management

- Lead the operational management of the gambling harms prevention contract, ensuring delivery meets agreed targets, outcomes, and KPIs
- Monitor service performance using data, evaluation tools, and reporting frameworks
- Ensure compliance with contractual, safeguarding, and quality standards
- Prepare and submit regular reports to funders and senior leadership
- Identify risks to delivery and implement mitigation strategies

Service Development and Delivery

- Support the design, development, and continuous improvement of the Central hub of Excellence.
- Manage cross sector partnership working to deliver the Regional Hubs of Excellence.
- Ensure services reflect local needs, public health priorities, and emerging trends in gambling harms
- Promote evidence-based approaches to prevention, awareness, and education
- Oversee training, and community engagement activities and the development of resources and evaluation frameworks.

Partnership and Stakeholder Engagement

- Build and maintain strong relationships with commissioners, partner organisations, and stakeholders (e.g. local authorities, NHS, VCS organisations)
- Represent the organisation at partnership meetings, networks, and strategic forums
- Collaborate with partners to strengthen referral pathways and integrated support systems
- Develop partnership working to extend reach and impact within communities

Team Leadership and Support

- Provide line management, support, and supervision to project staff
- Foster a positive, inclusive, and high-performing team culture
- Support staff development, training, and performance management

Financial and Resource Management

- Monitor contract budgets, expenditure, and value for money.
- Ensure resources are used efficiently and in line with funding requirements

Safeguarding and Compliance

- Ensure safeguarding policies and procedures are adhered to at all times
- Promote safe, ethical, and person-centred delivery of services
- Maintain compliance with GDPR, data protection, and confidentiality standards

Person Specification

Essential

- Experience in contract or project management within health, wellbeing, or community services
- Experience managing partnerships and working with multiple stakeholders
- Strong performance monitoring, reporting, and data analysis skills
- Ability to manage budgets and deliver against targets
- Excellent communication and relationship-building skills

Desirable

- Knowledge of gambling harms, addiction, or public health approaches (or transferable experience)
- Experience working within the charity or voluntary sector
- Understanding of safeguarding and working with vulnerable individuals
- Experience in service development, commissioning, or grant-funded programmes
- Knowledge of behaviour change or prevention approaches

Key Skills and Attributes

- Strategic thinking with strong operational delivery focus
- Ability to work independently and manage competing priorities
- Analytical and solution-focused approach
- Commitment to reducing inequalities and supporting vulnerable communities
- High level of organisational and time management skills

Additional Information

- Occasional evening and weekend work may be required
- Travel within the local area may be necessary
- Enhanced DBS check may be required