

Job Description

Head of Contracts and Performance

Band:.....6.1 to 6.8

Salary:.....£43,530.33, rising incrementally, to £50,002.67

Contract:.....Permanent

Hours of work:.....Full time, 37 hours a week.

Working Location:..... There will be a requirement to spend at least part of the working week at our Head office in Rhyl (or other appropriate North Wales location) in order to meet and collaborate with colleagues. Other days can be home-based.

Reports to:CEO

Responsible for:.....A small number of direct reports

Background

RCS is a leading not-for-profit company based in North Wales, delivering personalised support, training and therapies to help people and businesses across Wales improve wellbeing for work. The Head of Contracts and Performance role forms part of a newly expanded senior leadership team at RCS, as the company looks to maximise opportunities for growth and development. The postholder will play a key role in overseeing the delivery and performance of RCS's employability services, and in collaborating with colleagues to shape and drive the strategic development of the organisation.

Job Purpose

This role has lead responsibility for the performance and delivery of all grant-funded and commercial services across RCS's portfolio.

Key Responsibilities

- To work closely and collaboratively as part of the Senior Leadership Team, contributing to the smooth running of the organisation by actively monitoring progress against the agreed business plan, identifying high-level risks and helping to shape and implement appropriate solutions; Provide effective management and co-ordination of RCS's programmes and services, optimising performance in pursuit of service objectives;
- Oversee and monitor the performance of contracts to ensure our contractual targets are being met;
- Provide inspirational and supportive leadership for service managers. Use a coaching approach to empower staff to take ownership of their own solutions, and provide opportunities for them to develop their skills and capabilities, with the aim of improving their overall productivity and effectiveness;
- Guide service managers in developing and implementing effective and timely responses to areas of challenge, risk or underperformance;
- Oversee preparation of regular, timely and accurate performance reports for project funders, RCS Executive Board, CEO and Senior Leadership Team, highlighting any variances and describing mitigating actions to address underperformance;
- Oversee overall capacity and resourcing, working closely with the Head of Resources and Service Managers to develop and plan effective staffing solutions to meet service demands;
- Providing day-to-day support with any safe-guarding issues in close liaison with service managers and designated safe-guarding leads
- Oversee the development and implementation of safeguarding processes and procedures across RCS services and activities;
- Explore opportunities for continued service development and improvement, using feedback from quality management activities and stakeholder consultation to design and test new approaches;
- Drive a culture of learning, creativity and innovation across the teams, identifying and sharing industry best practice through regular knowledge exchange, research and study visits etc, and exploring opportunities broaden and enrich our practice through sharing ideas and resources with other teams, services and organisations;

Key Responsibilities

- Ensuring regular contract reviews of our external providers to maintain performance and address any issues or challenges;
- Identify suitable learning opportunities to ensure continuous professional development across the teams;
- Develop positive communications and working relationships with all relevant stakeholders and partners, including Welsh Government, DWP, National Lottery, Centre for Mental Health, IPS Grow, employers, health professionals etc;
- Work within the agreed framework of corporate and financial governance;
- To work proactively in line with RCS's company values – Responding, Connecting and Supporting
- To work to our quality management system in order to ensure a consistent and quality service for clients
- Any other duties as commensurate with the role.

Person Specification

Essential

- Experience of leading and coaching teams effectively to achieve high performance while maintaining positive wellbeing
- Proven track record of successfully managing performance against targets
- Experience of making an effective contribution at strategic level
- Skilled and experienced in reviewing and analysing management information to understand trends, workflows, opportunities and challenges
- Excellent communication and interpersonal skills at all levels, including presentation, negotiating, listening and influencing
- Proven track record of innovation in service delivery by being creative, adaptable, flexible and holistic in approach
- Comprehensive knowledge of the employability and health agenda
- High level of digital literacy
- Ability to work productively and effectively both as part of a team, and using own initiative

Desirable

Ability to speak Welsh
Ability to write in Welsh

Required employment checks:

Right to work in the UK
Two professional references

Interviews are scheduled for Friday 19th June 2026 in our Rhyl office

RCS is committed to creating an inclusive environment where everyone can thrive. We value diversity and welcome applicants from all backgrounds. Please tell us if you need any reasonable adjustments at any stage of the recruitment process so we can support you to perform at your best.