

Appendix 2 - Contract Manager activities and responsibilities

Alongside this guidance, the Contract Manager will work proactively with key stakeholders including managers to utilise the contract to its fullest. This will include the following activities.

- a) Developing a fully strategic approach to resource allocation that allows us to remain agile, adaptive, and competitive.
- b) Establishing clear definitions of the different types of contingent labour that our managers can engage when appropriate with suitable controls in place for how this is managed.
- c) Having clear routes to market for different contingent labour options (alongside the use of casual workers as part of the broader contingent labour model).
- d) Having dedicated resources and management in place to centrally manage the complexities of the contingent labour model.
- e) Reducing the tenure of long-term and over-use of contingent labour with appropriate resource models in its place where required.
- f) Establishing improved short, medium and long-term workforce planning to better inform the appropriate use of contingent labour. As part of this approach a review of tenure and working experiences of certain types of temporary labour should be reviewed to understand if a contract of employment would be more appropriate.
- g) Establishing greater transparency in the use, spend and governance of contingent labour – ensuring an understanding of the needs, managing the tenure, and a workforce plan to move to a solution.
- h) Ensuring the new contingent labour model and approach is aligned with the People Strategy (My contribution, My reward, contingent labour understanding their role and value within the organisation).
- i) Clear expectations on what we require from our contingent workers with better data and the necessary access to systems to carry out the requirements of their role as and when required, e.g. mandatory training needs for temporary workers.
- j) The service is data led and consistently operates in the spirit of Equity, Equality, Diversity and Inclusion in line with our objectives.