

SFJCPS4.2

Manage service provider performance



Overview

This standard is about managing service provider performance. You will need to be clear about the requirements of service delivery and communicate effectively with service providers. You will also need to deal with issues in relation to service provider performance and where necessary, how different service providers are working together.

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Performance criteria

You must be able to:

- P1 ensure that clear and consistent service targets are in place, based on the agreed outcomes
- P2 induct new service providers into the service provision and ensure any relevant legal requirements are in place
- P3 establish and implement suitable approaches to monitor the performance of service providers
- P4 encourage feedback from service users on the performance of service providers
- P5 set up processes for service providers to carry out self assessments
- P6 conduct regular performance management meetings with service providers
- P7 encourage and support innovation
- P8 work with providers to share good practice and resolve any issues with performance
- P9 review the specification at required times to check its validity and implement any necessary changes appropriately
- P10 specify and use contract sanctions where necessary
- P11 record key stages and meetings in accordance with organisational requirements

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Knowledge and understanding

You need to know and understand:

- K1 the relevant legislation in relation to the service provision with which you are concerned
- K2 the legislation and guidelines relevant to commissioning in your occupational area and where to obtain information and guidance about this
- K3 the ethics and requirements of sustainability as applied to the service provision with which you are concerned
- K4 your organisations requirements for managing service providers
- K5 the ways in which service providers are involved in service delivery
- K6 the content of the specification for services and how this should be implemented
- K7 the service targets set in place by the specification and how these should be achieved
- K8 the sources of data and information with regard to service provision and how these can be used to inform decision making
- K9 how to manage service provider performance in a fair, transparent and open way
- K10 the methods for obtaining feedback from service users and why this is important
- K11 the approaches to assessment which may be used
- K12 the use of self assessments by service providers and how these are communicated
- K13 how to manage issues with performance
- K14 how to encourage innovation and productivity
- K15 the relationships between different service providers and how this affects service delivery
- K16 the importance of keeping clear and accurate records of service provider performance and management

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Additional Information

Behaviours

- 1 You recognise changes in circumstances promptly and adjust plans and activities accordingly.
- 2 You analyse and structure information to develop knowledge that can be shared.
- 3 You develop systems to gather and manage information and knowledge effectively, efficiently and ethically.
- 4 You identify strengths, weaknesses, opportunities and threats to current and future work.
- 5 You respond positively and creatively to setbacks.
- 6 You identify systemic issues and trends and recognise their impact upon current and future work.
- 7 You anticipate likely future scenarios based on realistic analysis of trends and developments.
- 8 You articulate the assumptions made and risks involved in understanding a situation.

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