

Job Description

Department:	Business Management & Commercial Operations		
Division/Section:	Commissioning		
Job Title:	Contract Officer		
Post No:			
Grade:	Grade 9		
Reports to:	Contract Manager		
Organisation Chart: Show immediate manager and any jobs reporting to this post.			
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input type="checkbox"/>		
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0		
Size of budget:	Monitoring a budget of £4M		

Job Purpose:	<p>With the support of Commissioners and Contract Managers, Contract Officers will be expected to lead on the monitoring of contracts to ensure the quality and performance of provision within the relevant service area across contracts and thus ensure value for money.</p> <p>In monitoring services the post holder will be expected to ensure that as far as possible Children and Adults are safeguarded and in receipt of quality provision which meets their outcomes through sharing good practice and areas for improvement, working with key providers and partners to do this.</p> <p>To support market management and the development of service provision within the service area through effective collaboration and joint working with Commissioners to procure services and to facilitate service user and stakeholder engagement in this process.</p>
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Main Duties and Responsibilities:

Contract Monitoring

- To work with Contract Managers to develop and use appropriate systems and tools (such as the risk matrix tool) to manage and monitor contractual compliance with internal and external providers in order to ensure that quality services are provided to service users
- To identify contractual compliance shortfalls and liaise Commissioners and Contract Managers to recommend the appropriate course of action. To professionally challenge poor practice and carry out ongoing work with providers to address any such shortfalls and ensure improvement of service provision and quality and the management and mitigation of risk.
- Where appropriate, to gather information or carry out an initial visit to a provision which has not previously been used or monitored where a Service User is being placed for the first time.
- To monitor the database containing notifications of concerns and report evidence of any trends in performance, concerns and other issues to the relevant Contract Manager and support key Contract Managers, Commissioner, CQC, Quality Improvement, Operations and Safeguarding Teams in the event of provider failure.
- To ensure providers are aware of, and comply with all relevant legislation and contract requirements as well as current priorities and strategies across both Councils.

Supporting Development and Implementation of Commissioning Strategies and Approaches

- To support Contract Managers to provide information to assist with the commissioning of services and support the development of commissioning strategies, specifications, monitoring tools and other associated documents, where required. The post holder will also be expected to act as a member of tender project groups as appropriate.
- Support the review of Commissioned Services through providing intelligence which identifies gaps in service provision and any trends in needs of service users.
- To provide information which will assist in the development of the relevant market, including networking with other local authorities.
- To research and review legislation, policy guidance, new initiatives and best practice in relation to personalised models of service that increase choice and control and to ensure staff, providers and other stakeholders are aware of any relevant current and future government policy and initiatives.

Partnership Working

- To promote good practice and enhance service quality through the ongoing provision of clear guidance, information and education to care providers, in order to raise the quality of service provision.

- To work closely with providers across the statutory, voluntary and independent sector to develop productive relationships and co-production of service delivery and improvement.
- To promote good practice and enhance service quality through the ongoing provision of clear guidance, information and education to care providers, in order to raise the quality of service provision.
- To work closely with providers across the statutory, voluntary and independent sector to develop productive relationships and co-production of service delivery and improvement.
- To provide support and information to social care teams in relation to commissioning and contracts arrangements, including promotion of good practice, advice and support.
- To liaise with external agencies, including but not limited to CQC, health partners, district councils and other statutory and non-statutory organisations.
- To contribute to the delivery of provider events as delegated by the manager.

Other

- Carry out additional reasonable duties as required by the line manager.
- To ensure the demands of the service are met, a requirement of this role is to provide emergency support during weekend and bank holiday periods.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

Person Specification

JOB TITLE:
Contract Officer

POST NO:

GRADE:

DEPARTMENT:
Business
Management

HOURS

DIVISION:
Commissioning
Support

DIRECTOR:

DATE:

COMPLETED BY:

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> An up to date and credible level of knowledge and understanding relating to commissioning and contract management. An understanding of how to apply performance measures and evaluation methodologies to deliver improvement. 	<p>Knowledge of policy, legislation and guidance relating to Commissioning and Contract Management.</p> <p>Knowledge of both Cambridgeshire and Peterborough as organisations.</p>
SKILLS & ABILITIES	<ul style="list-style-type: none"> Ability to problem solve on a wide range of issues and to seek the necessary information and guidance to make an appropriate decision or recommended course of action. Good analytical skills and the ability to draw qualitative and quantitative data from a wide range of sources and utilise it to inform strategy development. Skills in planning and organisation, coupled with the ability to manage a range of priorities and issues. Ability to prioritise tasks, manage own workload. Ability to build effective working relationships and work in partnership with a diversity of individuals and groups. Excellent communication skills. Proficient in the use of IT packages with a good working knowledge of Microsoft Office, including Word, Excel, Outlook and 	

	PowerPoint. <ul style="list-style-type: none"> • Ability to present information clearly and concisely to a range of people. 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working alongside a wide range of partners to commission services. • Experience of working effectively as part of a team, engaging and sharing information with colleagues and external partners. • Experience of using information management systems to produce good quality data in a variety of formats. • Evidence of supporting change and identifying innovative commissioning solutions. 	
QUALIFICATIONS	<ul style="list-style-type: none"> • 3 A Levels/NVQ 3 • GCSE level C in maths and English or equivalent • Evidence of Continuous Professional Development 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]