

## Job Description

Department:	Adults and Commissioning
Division/Section:	Children's Commissioning
Job Title:	Contract Monitoring Officer
Post No:	TBC
Grade:	8
Reports to:	Commissioning Manager for Children in Care
<b>Organisation Chart:</b> Show immediate manager and any jobs reporting to this post.	<pre> graph TD     A[Head of Service: Children's Commissioning] --&gt; B[Senior Commissioning Manager]     B --&gt; C[Commissioning Manager]     C --&gt; D[Commissioning Officer] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" 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 checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0

<b>Size of budget:</b> (Per annum)	£0
<b>Job Purpose:</b>	<p>To support Children's Commissioning with the delivery of strategic priorities and commissioning intentions.</p> <p>The purpose of this role is to support us to report on performance and assess risk across our commissioned provision with particular focus on the quality of care service delivery, and to provide project management support across the service with regard to provider and contract management.</p> <p>The Contract Monitoring Officer will be responsible for monitoring the quality of externally commissioned services for Children and Young People in Care. To monitor and review external provider performance against service specifications, commissioning outcomes and Individual Placement Agreements (IPA's).</p>

### Main Duties and Responsibilities:

<p>To support the commissioning manager to discharge their functions.</p> <p>To carry out quality assurance and monitoring of externally commissioned supported accommodation provision, in accordance with the Supported Accommodation (England) Regulations 2023, as well as Independent Fostering Agencies (IFA) and Residential Children's Homes.</p> <p>To undertake quality assurance visits to providers in line with the schedule produced by the Senior Commissioning Manager for Children in Care.</p> <p>To assist the Commissioning Manager on comprehensive contract management of a portfolio of commissioned services for Children in Care.</p> <p>To assist the Commissioning Manager in the development and implementation of quality assurance and performance measurements which enhance the delivery of the service and mitigate the council's risk against underperformance.</p> <p>To provide the Commissioning Manager with targeted support where contracts are not performing, supporting the implementation of robust improvement frameworks to ensure the struggling service reaches the required standard in the agreed timescale.</p> <p>To develop positive provider relationships, promoting the quality of local supported accommodation services, enabling positive outcomes for children and young people in care, and care experienced young people.</p> <p>To ensure that co-production and participation is embedded within quality assurance and contract monitoring processes.</p> <p>To develop effective and creative networks and working relationships with a range of stakeholders, internal and external to the directorate, to support the delivery of strategic priorities for Peterborough City Council.</p> <p>To provide written reports that are balanced, fair and evidence based, analytical and report strengths as well as weaknesses as well as areas of non-compliance and suggestions for improvement.</p>
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To provide support to services to improve practice and quality systems in the services.

Identify any shortfalls in records, practice, and policy compliance in the homes; ensuring any breaches or safeguarding concerns are escalated where necessary.

Review relevant policies and procedures to ensure these are in line with legislation.

To maintain an overview of relevant legislative requirements relating to supported accommodation services.

To assist with a range of commissioning projects and ensure they deliver the required outcomes within agreed timescales, being accountable for the key outcomes for those projects.

Undertake any training and development deemed necessary for the pursuance of the role.

Able to demonstrate drive and determination to support the services' vision, aims and business objectives, and to ensure that these are comprehensively delivered on time, to budget, offering value for money services that do not compromise on quality or achievement of identified outcomes.

This role is hybrid with at least 2 days per week in the office base, Sand Martin House, Peterborough; hybrid working requirement includes travel to providers within and outside of Peterborough.

**Generic Responsibilities:**

To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

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.

**Flexibility Clause:**

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.

**Variation Clause:**

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.

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.

**DATE:** April 2024

**COMPLETED BY:**

Joanne Leggett – Commissioning Manager

Date Issued: April 24

Last updated: April 24

## Person Specification

<b>Job title:</b>	Contract Monitoring Officer	<b>Directorate:</b>	Children's Commissioning
<b>Grade:</b>	8	<b>Service / Team:</b>	Children's Commissioning
<b>Date:</b>	April 2024	<b>Completed by:</b>	Jo Leggett

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>An understanding on contract management &amp; quality assurance processes. (A/I)</li> <li>Knowledge of The Supported Accommodation (England) Regulations 2023 and associated best practice guidance (A/I)</li> <li>Clear understanding of the principles of confidentiality and data protection. (A/I)</li> <li>Knowledge of Performance Reporting (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>A good knowledge of Commissioning processes and policy.</li> <li>Good working knowledge of the Children's Homes Regulations and all associated and relevant legislation and best practice guidance (A/I)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills (A/I)</li> <li>Ability to demonstrate professional curiosity and appropriately challenge to enable a detailed understanding of services and provider performance. (A/I)</li> <li>Ability to construct and write reports to a good standard. (A/I)</li> <li>Excellent organisational skills, including the ability to manage workload and prioritise (A/I) (W)</li> <li>Excellent time management skills, and the ability to meet deadlines. (A/I) (W)</li> </ul>	<ul style="list-style-type: none"> <li>Innovative thinker and good problem solver (A/I)</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ability to analyse a range of information in order to formulate sound evidence-based judgements. (A/I) (W)</li> <li>• Ability to plan and coordinate pieces of work. (A/I) (W)</li> <li>• A professional approach to report writing with an adeptness for written communication, ensuring that information is presented in a clear and accurate manner. (A/I) (W)</li> <li>• Ability to work in partnership and develop relationships with a number of key bodies and individuals both internal and external. (A/I)</li> <li>• IT skills including the use of all Microsoft Office applications (Excel, Word, PowerPoint, Office 365) (A/I) (W)</li> <li>• Ability to work autonomously as well as part of a team. (A/I)</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience of report writing (A/I)</li> <li>• A high standard of IT proficiency and administrative skills (A/I)</li> <li>• Experience of working in a professional environment (A/I)</li> <li>• Experience of working within a team (A/I)</li> <li>• Experience of working with a range of stakeholders and building positive working relationships. (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of contract management or monitoring (A/I)</li> <li>• Knowledge of commissioning services for children and young people (A/I)</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• GCSE in Maths and English (A/I)</li> </ul>	
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Full UK or EU driving essential and willingness to travel. (A/I)</li> </ul>	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	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: (A/I) Application / Interview, (P) Presentation, (W) Written Test.]

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