

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Contract Management Officer	JEID	R0309
Salary Grade:	Grade M		
Team:	Contract Management and Quality Assurance		
Service Area:	Commissioning Support Unit		
Primary Location:	Warwick (Salitsford Office Park or Barrack Street or Shire Hall)		
Political Restriction	This position not politically restricted.		
Responsible to:	Contract Management and Quality Assurance Delivery Lead		
Responsible for:	N/A		

#### Role Purpose

Ensure services commissioned are safe, cost effective, good quality and lead to the desired outcomes.

Deliver this through contract management of the commissioned services in line with the Council's Contract Management Framework.

To liaise with colleagues across the Council to ensure that all commissioned services are supported by effective contract management.

To develop a strong, diverse quality market that will respond to the needs of Warwickshire citizens and to actively intercede to shape those markets in partnership with all stakeholders using evidence based approaches.

To develop and sustain robust partnerships with key stakeholders and colleagues within the Council to assure the effective contract management of commissioned services.

## Role Responsibilities

For a defined portfolio, lead on contract management activity in line with the contract management framework.

Ensure the delivery of contract benefits in line with the agreed specifications and relevant contract terms and conditions.

Ensure contract and performance management and monitoring processes for specific contracts provide accurate and timely data for effective contract management, including contract assessments and review.

Work with partners to ensure that all information about a commissioned service is collated, analysed, interpreted and reported to enable timely and effective monitoring.

Manages operational level supplier relationships to drive more value, remove costs investigate non-compliance and then works with suppliers to improve contract provision through developing and monitoring SMARTER improvement plans.

Where appropriate, to work within partnership arrangements on the contract management of suppliers.

Actively matrix manage Quality and Contract Monitoring Officer's, in line with WCC policies and procedures, to ensure appropriate deployment of resources to assure the performance of commissioned services.

Make recommendations and proposals relating to possible contract revisions, defaults and terminations; ensuring appropriate and timely legal advice is sought and taken into consideration.

Ensure all reporting and recording requirements are met in a timely way.

Actively use a risk management approach to ensure appropriate deployment of resources across a complex and diverse market.

Escalate risks in line with agreed frameworks, particularly where interventions are not securing the required improvements.

Provide support throughout the life of a contract (including in the planning stages) to ensure appropriate exit strategies are in place and actively support, when required, the exit process.

To feedback activity, actions and recommendations to appropriate commissioning leads to

ensure that intelligence feeds into the commissioning cycle and supports commissioning actions and intentions

Any other duties commensurate with the role

Follow all Council policies and procedures as required by the role.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Assessed By:

### Essential Criteria

A relevant contract management qualification (for example CIPS/CIPFA/IACCM or equivalent at Level 4 or above ) and 3+ years contract management/category management experience within a multi functional organisation.	A
Significant experience of effective partnership working with internal and external stakeholders to deliver identified outcomes	A/I
Knowledge and skills in effective contract management, including: <ul style="list-style-type: none"><li>- legislation and guidance around procurement and contract compliance</li><li>- the role of deploying a diverse range of contractual arrangements and the impact on contract management approaches</li><li>- the role of the market and best practice in delivering innovative service delivery</li><li>- role of contract management in mobilisation and exit</li><li>- identifying and mitigating commercial and contract risk</li></ul>	A/I/T
Ability to provide and receive highly complex, sensitive or contentious information with the ability to analyse and triangulate information from a range of sources in order to determine an overall picture of contract performance	I
Ability to demonstrate effective influencing and negotiation skills including in challenging environments where facts alone cannot determine the answer and the required outcome might be contentious to some parties	I
Ability to organise and manage a high number of conflicting work priorities.	A/I
Experience, skills and confidence in observing, identifying and resolving performance issues and poor outcomes, including the ability to initiate and manage challenging conversations with senior leaders and managers	A/I
Ability to communicate effectively and confidently with a range of stakeholders verbally and in writing, including customers and providers. Highly developed IT skills.	A/I/T A

Effective problem solving skills and the ability to respond to sudden unexpected demand

A/I

Assessed By:

### Desirable Criteria

Professional membership of an appropriate contract management professional body e.g. MCIPS.

A

Experience of contract management within the public sector

A

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis

☐ Driving HGV or LGV for work

☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects

☒ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)

☐ Working at height/ using ladders on a regular/ repetitive basis

☐ Restricted postural change – prolonged sitting

☒ Lone working on a regular basis

☐ Restricted postural change – prolonged standing

☐ Night work

☐ Regular/repetitive bending/ squatting/ kneeling/crouching

<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	