

Job Description

For Non-Streamlined Safeguarded 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:	Quality and Contract Monitoring Officer	JEID	J0233
Salary Grade:	Grade K		
Team:	Contract Management and Quality Assurance (Resources & Communities)		
Service Area:	Commissioning Support Unit		
Primary Location:	Shire Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	Contract Management and Quality Assurance Delivery Lead (Res&Comms)		
Responsible for:	n/a		

Role Purpose

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

Deliver this through supporting the delivery of the Council's Contract Management Framework and work aligned to the See, Hear Act philosophy. .

To liaise directly with customers in their service environments to understand their experiences, service satisfaction and facilitation of the outcomes they wish to achieve as a key indication of quality in supplier delivery.

To maintain the required standards, establish and maintain legislative compliance, and ensure all aspects of contracts are being delivered regularly i.e. service, safety, financial etc.

Monitor contract and quality data to support the delivery of a strong, diverse quality market that will respond to the expressed needs of customers and colleagues.

Sustain robust partnerships with key stakeholders and colleagues within the Council to assure the quality and contract management of commissioned services.

Role Responsibilities

For a defined portfolio, support the delivery of contract management and quality assurance activity in line with the contract management framework and See, Hear, Act philosophy.

Establish regular contact with all contractors to ensure quality of work and performance. Work with them to increase quality through developing and monitoring improvement plans.

Monitor data to identify emerging poor performance in quality and/or delivery of contract benefits and requirements.

Investigate complaints or issues regarding quality or safety of service of suppliers under contract to WCC, including liaison with customers, other WCC departments, stakeholders or residents.

Use the customer voice at the centre of quality assurance activity, through announced and unannounced visits, proactively contacting customers for feedback, customer engagement events and reviewing received customer feedback.

Collate, analyse, interpret and report on information about commissioned services to enable timely and effective monitoring for both contract management and quality assurance purposes. The use of Excel and Agresso will be a fully integrated part of this process.

Work with providers to increase quality and/or performance through developing and monitoring SMARTER improvement plans and by supporting them to engage with additional support offered by the Council, partners and external bodies.

Support Quality Assurance Officers and Contract Management Officers in their roles.

Support those responsible for commissioning with work as agreed with the Contract Management and Quality Assurance Delivery Lead.

Provide evidence to support the making of recommendations and proposals relating to possible contract revisions, defaults and terminations.

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

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

Operate within agreed risk levels and as directed by Quality Assurance Officers and/or Contract Management Officers to ensure effort is appropriately focussed across a complex market.

Escalate risks in line with agreed frameworks, particularly where interventions are not securing the required improvements in either quality or contract requirements.

To ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety Policy and Procedures.

Maintain knowledge and understanding of national and local strategies, guidance, standards and policy direction both within allocated service areas and across Communities Directorate.

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).

Essential Criteria

Assessed By:

An appropriate Level 3 qualification or equivalent in areas such as Sector specific	
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Qualifications, A Levels etc. OR Minimum 3 years experience working in a service delivery environment OR Minimum 2 years contract monitoring or management experience.	
A good working knowledge of Excel and the ability to report from and interrogate Agresso	A, I
Ability to develop and promote good working relationships with a wide range of staff, at all levels, both within the council and with external partners and customers	A, I
Experience of effective partnership working with internal and external stakeholders to deliver identified outcomes	A, I
Effective communication with people at all levels, using verbal and written methods, influencing and negotiating skills.	
Experience of implementing national and/or local policy relating to customer service, safety, quality improvement and/or contract management.	A,I
Ability to provide and receive complex information and the ability to analyse and triangulate information to determine the overall picture of service quality.	A,I, T
Ability to interpret and make judgements on the quality of commissioned services to inform each stage of the commissioning cycle, supporting sound decision making.	
Effective persuasion and influencing skills.	A,I
Ability to organise and manage a number of conflicting work priorities.	I
Experience, skills and confidence in observing, identifying and resolving performance issues and poor outcomes, including the ability to manage challenging conversations with others.	
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
Effective problem solving skills and the ability to respond to sudden unexpected demand	A,T
Clean driving licence with no endorsements pending	I, D

Assessed By:

Desirable Criteria

Professional qualification in Contract Management or Purchasing.	A
Experience of supporting change	A
Previous experience of contract monitoring, review and evaluation of contract compliance.	I

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.

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.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input checked="" type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> 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
x Significant use of computers (display screen equipment)	Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	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
Potential exposure to blood or bodily fluids	x Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	