

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:	Contract Monitoring Officer	JEID	J0233
Salary Grade:	Grade K		
Team:	Contract Management - Communities and Resources (CoRe)		
Service Area:	Commercial and Contracts, Finance		
Primary Location:	Shire Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	Delivery Lead (Communities and Resources) - Contract Management		
Responsible for:	n/a		

Role Purpose

The is a support role with administrative and data handling and analysis responsibilities. Overall, the post contributes to the support of the contract management team with their remit to monitor and validate provider performance, assure delivery of services in the community and manage the relevant contracts.

Accountable to the Delivery Lead for Contract Management, the CSO will support efficient and effective contract management, within their area. The post holder will also support the work of the contract management team to quality assure and audit operational service delivery.

The post holder will contribute to the support of a portfolio of contracts within Communities and Resources directorate.

Working alongside the Delivery Lead for Contract Management and Contract Monitoring Officers, the CSO will support the delivery of the contract management governance processes in relation to designated providers.

The post-holder will support the work of their local contract management team and operational audit activity to assist the process of OA such as data collection and analysis, research and observation of provider practice and performance.

The post holder will undertake research and analysis activities as required which will demand initiative and self-motivation. E.g., review of stakeholder surveys and opinions, on-off contract spend analysis, contract notice administration for the new Procurement Act 2023, reporting on risk and monitoring the provision of third-party commissioned services.

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

The job holder will be required to carry out the following responsibilities, activities and duties:

- 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.
- Support Contract Management team activities with the Services 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.
- 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.
- Ensure all reporting and recording requirements are met in a timely way for conformance of the requirements of Procurement Act 2023.
- Support Contract Management Officers in their roles.
- Producing first draft minutes and action logs.
- Maintaining formal documentation, Terms of Reference, membership and distribution lists.
- Following-up with action owners for updates.
- Filing, archiving and enacting version control on all relevant documentation.
- Supporting their local contract management team to operationally audit and analyse provider delivery data including regular sample testing of provider performance information and validation of reported data; involvement in periodic process review activities; and observation of provider activities.
- Reviewing and monitoring performance data in relation to designated providers.
- Supporting Senior Contract Managers and Service Managers in the delivery of on-going contract management activities with providers.
- Conducting research and analysis activities as required by team managers – e.g., review of stakeholder surveys and opinions, analysis of MI trends and issues, reporting on risk and monitoring of contracts.
- Follow all Council policies and procedures as required by the role.
- Work with Services to increase quality and/or performance through developing and monitoring SMARTER improvement plans and by supporting the implementation.
- Provide evidence to support the making of recommendations and proposals relating to possible contract revisions, defaults and terminations.
- Operate within agreed risk levels and as directed by ContractManagement Officers and Lead to ensure effort is appropriately focused 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.

The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.

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

An appropriate Level 3 qualification or equivalent in areas such as Sector specific	
Qualifications, A Levels etc.	
Minimum 3 years' experience working in a service delivery environment	
OR Minimum 2 years contract monitoring 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.	
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
Effective persuasion and influencing skills.	A,I
Ability to organise and manage a number of conflicting work priorities.	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
Effective problem solving skills and the ability to respond to sudden unexpected demand	A,T

Assessed By:

Desirable Criteria

Previous experience of contract monitoring, review and evaluation of contract compliance.	I
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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, maneuvering, 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
Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
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
<input checked="" type="checkbox"/> 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	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	