

Role profile

Job Title:	Contracts & Accreditation Officer	Grade:	10
Department:	Adults Services	Post no.:	
Directorate:	Adults & Public Health	Location:	Perceval House

Role reports to:	Contracts Manager
Direct reports:	None
Indirect reports:	None

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To be responsible for the preparation, monitoring and performance management of the externally provided service contracts for Adult Services, ensuring that these are consistent with Adult Services and corporate policies and procedures.
- To assist Contracts Manager with the development, implementation, co-ordination and review of the business and information systems associated with externally provided service contracts.
- To act as lead officer on Social Care Accreditation and undertake all necessary duties associated with the Accreditation Process.
- To cover for other Contract & Accreditation Officers as required.
- To monitor / manage other contracts to the same performance standards as directed by the Contracts Manager.
- To keep abreast of all relevant government legislation relating to Health and Social Care, and reflect this in contract monitoring.

Key accountabilities

- To provide activity reports for the purpose of contract, business and performance
- monitoring meetings.
- To advise on provider performance and compliance
- To record all actions promptly and accurately
- To ensure all contracts are compliant with legislative / council requirements
- To undertake quality assurance follow-up as required.
- To support the production of monthly market management data / reports as required
- To attend meetings as requested by the Contracts Manager
- To provide induction for new team members and social work staff as required
- To undertake and participate in regular reconciliation exercises, working closely with the finance and accountancy sections.
- Emergency out of hours working may be required according to agreed protocols.

Key performance indicators

- To contribute towards the successful procurement, contract management and provider compliance in accordance with the Council's contract procedure rules
- To provide prompt and accurate advice and data to a range of professionals whilst taking an active role in ensuring that the Council's compliance performance targets are achieved
- To use managerial supervision, appraisals and training opportunities to develop skills, knowledge and competencies in order to benefit oneself and overall service delivery.
- To build and maintain supportive and productive working relationships with a diverse group of professionals and provider organisations
- To work to the principles of best value by playing a part in ensuring that expenditure is accurate and controlled.
- 6. To positively contribute towards meeting the councils KPI's; contract quality standards; and value for money.

Key relationships (internal and external)

- Service heads, service managers, social workers, business management and operational colleagues, finance, other multi-disciplinary team members
- External contracted and spot service providers

Authority level

- Not applicable

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Candidates please address the criteria marked with () in your application. Please give examples.**

Essential knowledge, skills and abilities

1. **To be responsible for robust contract arrangements, procedures and systems for externally provided service contracts**
2. To co-ordinate / administer the contract process, preparing of documentation and information to service providers.
3. To co-ordinate responses to pre-tender enquiries in order to ensure that only suitable service providers are invited to tender, compliance checks, negotiation of amendments, preparation of contract paperwork and setting up of contract evaluation and monitoring meetings.
4. **To liaise with relevant officers over the preparation of service specifications, ensuring that these are consistent with Council policy and good practice**
5. **To be responsible for the ongoing management of the contract in order to ensure that all contract conditions continue to meet contract requirements and accreditation standards**
6. ** To manage the systems for monitoring the performance of contracts, and prepare regular reports for the Contracts Manager**
7. To be responsible for the payment of invoices and monitoring of budgets associated with externally provided service contracts. To follow up any queries (e.g. contract charges), and to implement and manage effective systems for monitoring financial commitments against contracts and make regular financial reports to the Contracts Manager.
8. ** To manage the Externally Provided Service Contracts including**
 - a. Regular liaison with the contractor including spot checks.
 - b. Monitoring the quality and effectiveness of the services provided
 - c. Ensure that agreed targets for contract performance are met through regular monitoring activity, identifying any slippage and intervening appropriately.
 - d. Ensuring that complaints or queries are dealt with speedily and effectively.
9. To liaise with senior officers and council members and to represent the Department on any cross-departmental or borough working groups or meetings in relation to externally contracted services as directed by the Contracts Manager
10. To assist the Contracts Manager, as required, with the development, implementation and review of business systems and procedures for the Team.

11. To be responsible for the collation, analysis and presentation of service information to senior managers on a regular basis or as required for the evaluation and development of the services provided by Contractors.

12. To be responsible for the collation, analysis and presentation of statistical and other information as required by the Council or other agency and for ad-hoc purposes.

13. ** To undertake research and information gathering for the evaluation and development of externally provided service contracts as required by the Contracts Manager, to contribute to the evaluation of services and assist with the preparation of performance indicators and quality standards**

14. To contribute to, and participate in, departmental and corporate working parties, initiatives and projects as directed by the Contracts Manager.

15. ** To manage other contracts as and when required, as directed by the Contracts Manager**

16. To undertake duties at a similar level of responsibility as may be allocated from time to time.

17. At all times, to operate within the legislative framework applicable to the Council and the department, and within the policies and procedures.

18. To adhere to and promote the Council's values and behaviours

Essential qualification(s) and experience

Experience

1. Excellent procurement, contract monitoring and negotiating skills
2. An understanding of Safeguarding Adults protocols
3. Experience of IT systems e.g. Mosaic CarePlace, PAMMS
4. An ability to focus on delivering prompt and effective outcomes
5. An ability to work on own initiative and manage own workload
6. An ability to work within a demand led service with conflicting deadlines
7. Experience of inducting and supporting new staff

Essential

1. Substantial experience working in a health or social care contract management setting
2. A working knowledge of contract procedure rules and compliance monitoring

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountability
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards