

Role profile

Job Title:	Contracts Officer	Grade: 10	Spinal column point range: 37-40
Department:	Commissioning Alliance	Post no.:	
Directorate:	West London Alliance	Location:	Perceval House / Hybrid

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

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 externally provided services procured by Commissioning Alliance (CA), ensuring these are consistent with policies and procedures.
- To assist the Team Manager with the development, implementation, co-ordination and review of the business and information systems associated with monitoring externally provided service contracts.
- To cover for other Contract Officers as required.
- To monitor / manage contracts to the same performance standards as directed by the Team Manager.
- To keep abreast of all relevant government legislation relating to Health and Social Care and reflect this in contract monitoring.
- To facilitate good working relationships with local authority partners and providers and between local authority partners and providers directly and involved in regular engagement activity and intelligence sharing with local authority partners and providers.

Key accountabilities

- To provide activity reports for the purpose of contract, business, and performance monitoring.
- To advise on provider performance and compliance

- To carry out contract management meetings in person and virtually with externally commissioned provision to assess contract compliance and quality of service provision.
- To record all actions promptly and accurately
- To ensure all contracts are compliant with legal / council requirements.
- To undertake quality assurance checks and follow-up as required, holding providers to account for their performance.
- 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 other colleagues / stakeholders as required
- To undertake and participate in regular data reconciliation exercises, working closely with the data and commissioning colleagues.

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 performance targets are achieved.
- To use supervision, appraisals, and training opportunities to develop skills, knowledge and competencies to benefit oneself and overall service delivery.
- To build and maintain supportive and productive working relationships with a diverse group of local authorities, professionals and provider organisations.
- To work to the principles of best value by playing a part in ensuring that expenditure is accurate and controlled.
- 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 from member local authorities.
- External contracted and spot service providers

Authority level

None applicable

Person specification

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Essential knowledge, skills and abilities

1. Knowledge of robust contract management practice and procedures, including systems for monitoring externally provided service contracts
2. Experience of and ability to co-ordinate / administer the contract management process, preparation of documentation and sharing of information to service providers and Local Authority stakeholders.
3. Skill and ability to liaise with relevant officers over the preparation of procurement documentation including service specifications, ensuring that these are consistent with Council policy and good practice
4. Knowledge of contract management practice enabling the officer to be responsible for the ongoing management of the contract to ensure all contract conditions continue to be met to the agreed standard.
5. Ability to prepare regular contract management reports and improvement action plans
6. Skill and ability to manage contracts including:
 - a. Regular liaison with the contractor including spot checks of services.
 - b. Carrying out provider contract monitoring meetings both in person at provider service locations and virtually.
 - c. Monitoring the quality and effectiveness of the services provided
 - d. Ensure agreed targets for contract performance are met through regular monitoring, identifying any slippage, and intervening appropriately.
 - e. Ensuring complaints or queries are dealt with speedily and effectively.
7. Communication skills required to liaise with and present information to senior officers and council members and to represent the CA on any cross-departmental or borough working groups or meetings in relation to externally contracted services as directed by the Contracts Manager
8. Knowledge of data gathering and presentation enabling an officer to be responsible for the collation, analysis and presentation of service information as required
9. Ability to undertake research and information gathering for the evaluation and development of externally provided service contracts as required
10. Skill to manage contracts as and when required, as directed by the Contracts Manager
11. To undertake duties at a similar level of responsibility as may be allocated from time to time.
12. To adhere to and promote the Council's values and behaviours.

Essential qualification(s) and experience

1. Excellent procurement, contract monitoring, and negotiating skills
2. Excellent communication and report writing skills.
3. A clear understanding and experience of implementing relevant Safeguarding protocols
4. Experience of IT systems
5. Delivering prompt and effective outcomes.
6. Work on own initiative and manage own workload.
7. Work within a demand led service with conflicting deadlines.
8. Experience of inducting and supporting new staff
9. Presenting outcomes data to internal and external stakeholders
10. Substantial experience of working in a health or social care contract management setting
11. Clear knowledge of contract procedure rules and quality compliance monitoring
12. Experience of contract management and addressing provider performance through the contract management framework
13. Experience of managing provider concerns and safeguarding queries to their successful resolution.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<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