

JOB PROFILE

DIRECTORATE	Community Well Being
JOB TITLE	Contract Officer
POST NUMBER	P05240
GRADE	Band 6
RESPONSIBLE TO	Senior Contract Manager – Contracts and Commissioning
KEY LIAISON WITH	Senior managers within the council and care trust, including finance managers, operational/budget holders, senior strategy managers, Head of Legal services, internal/external auditors, service provider managers/owners –private and voluntary sector, Health Authorities, other local authorities, Care Quality Commission, information and quality officers
JOB PURPOSE	<p>To ensure commissioned services meet the strategic and operational objectives of the local authority and the wider national agenda</p> <p>To ensure that services are commissioned to the standard the council requires</p> <p>To ensure the services commissioned provide value for money and efficiency</p> <p>To support on procurement processes that deliver best cost/benefit to the council</p> <p>To ensure services provided maximise choice, independence and control</p>
JOB PROFILE LAST REVIEWED	September 2011

KEY CORPORATE ACCOUNTABILITIES	
1.	To work with colleagues to achieve service plan objectives/targets.
2.	To participate in One to One Performance Development Reviews/Appraisals and contribute to the identification of your own and team development needs
3.	To actively promote the Council's Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
4.	To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
5.	To fully understand, and be aware of, the Council's commitment to the Section 17 duty of the Crime & Disorder Act 1998 to prevent crime and disorder.
6.	At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.

KEY SERVICE RELATED ACCOUNTABILITIES

- To manage the performance of individual contracts including undertaking contract compliance visits with the Provider Partnership Quality and Support Officer, feeding back to providers and monitoring action plans.
- To ensure all contracting arrangements are reviewed in line with the teams review plan.
- To assist in the development of operational procedures throughout the Directorate in relation to contracting processes and procedures.
- To keep abreast of developments and best practice in contracts monitoring in both the public and private sector. To share this best practice with providers.
- To co-ordinate regular meetings with in-borough providers.
- To monitor the Councils actions in relation to its obligations in relation to any contracts in place.
- To maintain provider database for specialist area and ensure all information is up to date.
- To deputise for the Senior Contract Manager at local and regional meetings as and when required.
- To assist providers in improving the quality of the service they provide through identifying shortfalls in services and introducing other professionals to help deliver training and guidance in good practice.
- To visit service users in their homes or in residential homes to monitor quality of care being delivered, this includes undertaking service user satisfaction questionnaires and evaluations of the adequacy of the care package.
- To write monitoring reports using IT, of visits to service users and residential care homes.
- Liaise with Independent Providers and Council Managers, including Duty Team and OT's, regarding any shortfalls/changes required in service identified during monitoring visits. This includes following up of service user complaints.
- To participate in Team Meetings with Contracts and Commissioning Team.
- To undertake visits at weekends or evenings as required.
- To investigate complaints regarding homecare and residential provision.

PERSON SPECIFICATION

JOB TITLE: Contract Officer

DEPARTMENT: Community Well-Being

Information for Applicants: The Person Specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you have carried out the criteria asked for. Disabled people will be offered an interview where they meet the Essential Criteria alone.

Method of Testing

1 = Application Form 2 = Interview 3 = Assessment Tests

Weighting of Criterion

1 = Low Importance 2 = Medium Importance 3 = High Importance

Key Competencies and Behaviours	How Measured 1 - 3	Weighting of Criterion 1 - 3
1. Skills and Abilities – Essential		
• Ability to communicate at all levels	1,2	3
• Ability to analyse information and make accurate observations	1,2	2
• Ability to write clear and concise reports and letters	1,2	3
• Ability to organise self and manage time effectively	1,2	2
1. Skills and Abilities – Desirable		
• Ability to negotiate and influence people	1,2	2
• Ability to use IT to reasonable level – i.e. work way around databases and input data	1,2	2
• Ability to organise meetings for a number of people	1,2	2
• Ability to work as part of a team	1,2	2
• Flexibility to attend out of hours meetings	1,2	2
2. Special Knowledge – Essential		
• Local contract rules	1,2	2
• An understanding of Social Care policy, particularly the “Putting People First” agenda	1,2	3
2. Special Knowledge – Desirable		
• A knowledge of contracting processes	1,2	2
• An understanding of good practice in relation to social care	1,2	2
• An understanding of diversity issues	1,2	2
3. Experience – Essential		
• Working with a wide range of agencies / individuals in a care environment	1,2	2
3. Experience - Desirable		
• Working in residential or domiciliary care	1,2	2

Key Competencies and Behaviours	How Measured 1 - 3	Weighting of Criterion 1 - 3
4. Other Requirements – Essential		
• Car driver	1	3
• Use of vehicle	1	3
5. Equality – Essential		
• Evidence of working with diverse communities	1,2	3