

Job title: Contract Officer

Department: Commissioning and Partnerships

Service: Contracts, Quality and Personalisation

Section: Contracts, Quality and Personalisation

Grade: E

Post reference number:

1. Job purpose

To assist in all aspects of contract management and to lead on the quality and performance monitoring of all contracted services for Children's, Adults and Public Health in order to increase the quality of contracted provision and to achieve value for money.

2. Principal duties and responsibilities

1. To be responsible for the effective quality and performance monitoring of contracts, including, leading on announced and unannounced monitoring visits, collating, analysing and producing reports regularly for a wide range of Children's Adult's and Public Health services to support the early identification of quality and performance issues.
2. To effectively support the Contract Manager and Team Manager in all levels of contract enforcement, including Improvement Notices, Default Notices and Termination processes and liaise with Social Workers, Safeguarding Teams and relevant experts on the resolution of poor-quality provision. This may involve liaising with Service Users and their families, where appropriate, to aid identification of service issues, and to work towards resolution.
3. To take responsibility for the contract management and quality improvement of specific low risk/ value contracts with oversight from a Contract Manager, as required and as part of staff development.
4. To support the implementation and maintenance of contract management and information systems and contribute to an up-to-date contract baseline/ register for children's, adult's and public health services.
5. To be responsible for ensuring that all systems and records are kept up to date and accurate that support the effective contract management and quality assurance processes.
6. To identify serious and urgent risks and to agree improvement plans and escalating urgent concerns to the Contract Manager and/ or Team Manager in a timely manner.

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7. To liaise with providers to ensure the receipt of timely and appropriate contract monitoring information and report on findings whilst dealing effectively with any provider queries and concerns and setting targets and action plans with providers where appropriate to facilitate their improvement and the required standard.
 8. To research and collate market mapping information for strategies, as well as produce and present financial and performance activity and contracting activity for stakeholders, partners and internally.
 9. To assist work with providers and regulatory bodies to ensure minimum safeguarding and service quality aspects are provided, as expected by the contract stipulations, national and local requirements.
 10. To produce monitoring data/ reports to understand the quality of the services provided and their financial viability on behalf of the Contract Manager, Team Manager and Strategic Manager as appropriate to inform wider City Council.
 11. Produce reports, including governance, contractual progress and achievements of the Contract, Quality and Personalisation Team and reports to support and develop contract variations and novation's.
 12. To support the production of contract management and quality improvement procedures and guidance information for internal and external use, whilst developing relationships with providers across children's, adult's and public health services.
 13. To ensure work undertaken on financial aspects of all types of contractual activity, including monitoring, reclaims and penalties where appropriate, are carried out effectively and in line with Financial Regulations and the council's standing orders and ensure that specific contract and purchasing arrangements are undertaken in accordance with European Union legislation and all other legal requirements and council policies and procedures as applicable.
 14. To maintain up-to-date knowledge of all changes in relevant legislation including EU and national purchasing regulations as appropriate.
 15. Under the direction of line manager, to support the requirements of large-scale enquiries (LSE) and provider failure.
 16. Any other duties commensurate to the role, as required by the Strategic /other senior managers.

<p>3. All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.</p>
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<p>4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to</p>
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uphold the City Council obligations in relation to current legislation including the GDPR, Data Protection Act and Freedom of Information Act.

5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

6. Numbers and grades of any staff supervised by the post holder:

No line management responsibilities

7. Post holder's immediate supervisor:

Contract and Quality Improvement Manager

Prepared by/author: Jackie Wyse

Date: March 2024

Job title: Head of Commissioning, Contracts, Quality and Personalisation

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature:

Date:

Person specification



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City Council**

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Areas of responsibility	Requirements			
		A	T	I
Technical Knowledge and Experience	A knowledge of the legislative frameworks for Adult Social Care, Children's Social Care, Education and Public Health.	✓		✓
	An understanding of contract management and market management processes	✓		✓
	Knowledge and experience of quality improvement mechanisms and processes within Adult Social Care, Children's Social Care, Education or Public Health.	✓		✓
	An understanding of provider failure processes, working with poor performing providers to improve or close, whilst ensuring minimum disruption to those accessing care and support.	✓		✓
	Experience of supporting the development of effective monitoring regimes in accordance with best practice, legislation and within the available resources.	✓		✓
	Experience of and ability to work as part of a team to meet tight deadlines, working well under pressure and resolving competing demands.	✓		✓
	A knowledge of the regulatory frameworks that govern the service areas within the scope of the team.	✓		✓
Communication and Partnership Working	Experience of managing difficult conversations diplomatically, with colleagues, stakeholders and providers to an appropriate resolution.	✓		✓
	An ability to produce reports to support the effective contract management and quality improvement of services. with an understanding of the political context and potential implications.	✓		✓
	Good interpersonal skills, verbal and written communication, including supporting the development and delivery of presentations	✓	✓	✓
	Experience of establishing and maintaining effective partnerships and working relationships, with a wide range of stakeholders to achieve jointly agreed outcomes and best value	✓		✓
Skills and Abilities	An ability to make sound judgements, seeking solutions to complex issues and having a "can do" attitude	✓		✓
	An ability to think analytically, analysing data, information and situations and to suggest and support changes	✓	✓	✓

	The ability to resolve and manage conflict and negotiate solutions, including where the authority has a statutory duty of care	✓		✓
	An ability to understand the aims of the Council, Directorate and Divisional programmes and translate these into practice.	✓		✓
	An ability to effectively use a range of IT systems, including Microsoft Word, Excel, PowerPoint, Outlook, bespoke social care systems and to support the implementation of any new systems that support the smooth running of the team	✓	✓	✓
	An ability to recognise risk and escalate issues to ensure adequate safeguards are in place	✓		✓
	An understanding of the financial monitoring and activity required as part of contract management	✓		✓
	Is committed to their own continuous development, actively seeking opportunities to increase their own knowledge and skills	✓		✓
Work to promote mutual respect and good relations	An understanding of the needs of minority and disadvantaged groups, and ability to ensure their needs are reflected in work outcomes.	✓		✓
	To be sensitive to needs of customers and staff and to challenge inappropriate behaviour	✓		
Work Related Circumstances	Willingness to comply with the City Council's non-smoking policy.	✓		
	Willingness to attend meetings out of hours, when required, where reasonable notice is provided.	✓		
	Ability and willingness to travel both inside and outside the council area as required.	✓		

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