**Job Description**

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| Job Title: Contract Officer |
| POSCODE:333002337 |
| Grade: Proposed SO2 |
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**Overall purpose of the job**

This is a frontline role monitoring service delivery through a number of contracts. It requires on-site observations, monitoring of performance data, legal compliance, and adherence to contractual requirements. Also, liaising with service users, contractors, support services and partner organisations to resolve issues arising.

The role supports the forward planning, procurement, commissioning, and auditing of Council provided waste services and encourages sustainable waste management approaches within the wider Cambridgeshire community. The role supports delivery of the Council’s aims, ambitions and objectives through joined-up service planning, community engagement and flexible use of resources.

**Main accountabilities**

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|  | **Main accountabilities** |
|  | **Communications and Customer Focus**   * Delivery of services that meet the needs of users through a customer focussed approach. Identifying achievable improvements through observations and customer contact whilst undertaking site visits, influencing contractor staff, and negotiating with managers to improve customer experience by implementing improvement proposals. * Advising a range of stakeholders on service related and wider waste management issues. Researching issues and supporting appropriate managers and contractor staff to produce appropriate and sanctioned reports and responses. * Delivery of clear written and verbal communications to agreed response times. * Sympathetic resolution of service enquiries and complaints in accordance with agreed approaches and timescales, ensuring that involved parties are updated on progress and outcomes. Supporting service users, Contractor, and Customer Service representatives to oversee investigations and resolve complaints in line with contractual requirements. * Enabling resolution of issues outside of Waste Team control by distributing them to appropriate partner teams or organisations. * Negotiating and influencing with all stakeholders. * Promoting service-related issues through educational and public awareness activities. |
|  | **Service and Expertise**   * Act as a subject matter expert, providing expertise and guidance to the service for resolution of enquiries, complaints, information requests, compliance, and operational issues. * Identifying, appraising, and highlighting emerging issues through written and verbal reports. * Effective monitoring of contractor performance against contract and KPI requirements, checking for poor performance and proposing appropriate interventions. * Proposing measures to minimise and mitigate the impact of service provision on the environment and local community. * Participating in and leading meetings with contractors, service users, partner organisations and other interested parties. * Supporting service reviews and changes and related reports. * Enabling fair access to all service users taking account of additional requirements of vulnerable users and those with additional requirements. * Liaising with other Council sections and external organisations to enable delivery of waste services in a safe, accessible, efficient, and coordinated way. |
|  | **Project Work**   * Supporting the planning, organisation, and delivery of projects, leading on key aspects of work to deliver service plans and progress the Council’s aims ambitions and objectives. * Engaging with colleagues, partners, and service users to deliver objectives. * Ensuring quality delivery within required timescales and budgets. * Assisting in the review, development and writing of plans, policies, reports, and user guides to ensure that they are current and fit for purpose. * Maintaining and operating systems to ensure current information is collated and stored. Appraising information, identifying gaps, and reporting to managers with appropriate recommendations. * Appraising waste services commissioned to ensure cost-effective outcomes in line with agreed specifications. * Assisting with the preparation and implementation of new or updated processes or systems to ensure effective operation. * Providing advice and training to support other colleagues in the Directorate. |
|  | **Partnership Working**   * Working effectively with a range of stakeholders in internal and external partnerships to ensure Waste Services are delivered in the most efficient, effective, and co-ordinated manner. * Liaising with colleagues to develop and implement effective systems to deliver services that meet the needs of our customers. * Actively supporting engagement with local organisations to ensure a mutual understanding is developed and maintained. * Liaising with colleagues, other local authority waste teams, communities and businesses to provide advice and assistance on waste related issues and learn from examples of Best Practice. |
|  | **Administration**   * Providing administrative support to managers and as cover for other team members to support the delivery of services. * Creating, presenting, and filing records of inspections, performance against KPI’s and breaches of contract requirements. * Providing responses to queries and correspondence, maintaining appropriate related records. |
|  | **Equality Diversity and Inclusion**   * Inclusion of equality, diversity and inclusion principles into working approaches and service delivery. |
|  | **Climate Change**   * Using the understanding of climate change issues to contribute towards the corporate ambition of becoming a Net Zero organisation by 2030. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| Education to A level, HNC or HND level or equivalent knowledge and experience gained in a relevant area. |  | **Essential** |
| Health & Safety qualification or working towards. |  | **Desirable** |
| Relevant degree or diploma. |  | **Desirable** |
| Membership of relevant professional institution or working towards membership |  | **Desirable** |

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| Identify | Describe | Essential/Desirable |
| **Knowledge** | Health and safety legislation and its application  Contract management procedures.  Waste management legislation and regulations, public policy, environmental permitting. Health and Safety requirements and current waste agendas.  Contract procurement procedures.  Experience gained in a partnership environment.  Local government processes, including contract and task management using Intelligent Document Format (IDF) software such as Affinitext, and budget management in accordance with Standing Orders and financial regulations. | Essential  Essential  Essential  Essential  Essential  Desirable |
| **Skills** | Good interpersonal skills.  Good IT proficiency, including MS Office and Teams, with an ability to quickly grasp other systems.  Good numeracy skills, with ability to interpret and present complex information.  Ability to provide responses to enquiries in a clear and professional manner, dealing sympathetically and diplomatically with the public, elected members, contractors, and officers at all levels who may not have a technical background.  Ability to identify and resolve issues by analysing available information to produce clear technical reports reaching logical conclusions.  Good attention to detail with a methodical approach to dealing with enquiries and record keeping, including monitoring expenditure.  Ability to appraise hazards and work in a safe manner.  Ability to assist in the writing of reports, plans and policies or user documentation.  Ability to manage and deliver projects to time, cost targets and standards in line with agreed Service Plans. | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Desirable |
| **Experience** | Working in Waste, Health & Safety or related operational contract management roles  Contract management, including monitoring of service delivery and KPIs, negotiation and contract variations.  Providing advice to a range of stakeholders. | Essential  Essential  Essential |
| **Net Zero** | Ability to contribute towards the council ambition of becoming a net zero organisation. | Essential |
| **Equality, Diversity and Inclusion** | Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role. | Essential |
| **Other** | Ability to independently carry out regular visits to operational and administrative sites throughout the County that are not easily accessible by public transport.  Ability and willingness to work flexibly from home or other CCC locations.  Physically able to visit and inspect operational sites (including closed landfills) which may have difficult access and terrain in all weather conditions.  Be able to attend meetings, educational and awareness raising activities out of hours when necessary (for which TOIL will be accrued).  Switched on self-starter | Essential  Essential  Essential  Essential  Essential |

**Disclosure level**

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| What disclosure level is required for this post? | None | **Standard √** |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | **Hybrid**  **√** | Field | Remote | Mobile |