



North Northamptonshire Council

Job Description

Job Title: Contract Monitoring Officer

Post code: 2592

Grade: J

Overall Purpose of the Job

The Commissioning, Quality and Outcomes service has three key market areas of focus in relation to its contracts and quality monitoring:

- Older people services:
- Inclusion services:
- Joint Provider and Community services

The Adults, Communities and Wellbeing Directorate commissions, arranges and provides services for vulnerable adults and their carers to meet their assessed needs in accordance with legislative requirements and North Northamptonshire Council policy. Our services work alongside health, district and borough councils, housing and housing developers, the voluntary sector and a wide range of providers to keep people with social care needs living as independently and healthily as possible and to promote the wellbeing, achievement and life chances for all adults.

The commissioning function is responsible for ensuring we can meet the immediate and future trajectory of needs for North Northamptonshire Council's adults and for developing overarching commissioning strategies and joint arrangements with key stakeholders and partners to help prevent and meet needs with good quality cost effective services. The service needs to look constantly at how it can best deliver improved outcomes for communities and customer groups of the population within a consistently constrained financial environment.

Contract Monitoring Officers are responsible for monitoring commissioned services in terms of their compliance and quality for vulnerable adults, carers and communities across North Northamptonshire.

The Key objectives are:

- To develop, manage and maintain contractual monitoring arrangements with service providers; this includes target setting and performance measurement, and ensures that value for money is achieved from contracted services.
- To take the lead in ensuring quality in contracted services by following Safeguarding procedures which may include monitoring, reporting and investigating complaints from service users, adults, families, carers and staff.

- To work collaboratively with providers where improvement plans are required to ensure that issues are addressed, they are supported to improve that they access support and good practice to make them viable and competent going forward.
- To contribute to the development of commissioning strategies and service models for service provision for vulnerable adults, carers and communities across North Northamptonshire.
- To develop and manage positive business relationships with service providers to ensure best value and quality of care is provided for adults, carers and communities.
- To ensure North Northamptonshire Council's contractual requirements are properly specified and communicated to care providers.
- To consider best practice and help providers take up proven models, new innovation and support to keep their services up to date and of good quality.

Main Accountabilities

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1	To take the lead role in effectively monitoring the quality and effectiveness of contracted services. These systems will include quality audits, review and improvement plans for services and providers in relation to local and national objectives improving outcomes for the quality of life for service users and customers.
2	To support budget holders in monitoring budget spend including forecasting and market trends, ensuring value for money is achieved through contracted services.
3	To carry out planned or unannounced visits to commissioned services in order to assess the quality of the service provided and to observe and monitor customer/service user satisfaction. This will include site visits and face to face meetings with service users, families, staff and stakeholders.
4	To identify serious and urgent risks within contracted services, and to agree improvement plans where appropriate, or escalate urgently concerns to line managers as appropriate.
5	To fully record all contract monitoring activities, agreed action plans, safeguarding concerns and remedial actions.
6	To take the lead in developing and disseminating good practice across providers through forums and other sources of communication. This may involve liaising with other authorities and agencies.
7	To ensure that all contracted providers provide the Council with information as required in the Council's performance indicators.
8	To contribute to the development of any new procurement or monitoring process carried out by the Commissioning, Quality and outcomes division.

To also carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job;

Qualification Required	Essential/ Desirable
Educated to A Level Standard or equivalent experience in commissioning	Essential

Minimum levels of knowledge, skills and experience required for this job

Knowledge Required	Essential/Desirable
Knowledge of national standards and legislation and current policy relating to support and care services.	Essential
Experience of working with providers or quality monitoring of providers.	Essential
Experience of working in a commissioning or contracting environment.	Essential
Experience of working in an environment related to at least one of the vulnerable groups covered by the Commissioning, Quality and Outcomes function.	Essential
Understanding of the relevant legal, commercial, operational, and social community aspects of service delivery.	Essential

Skills Required	Essential/Desirable
High level of interpersonal skills with the ability to liaise with, form and sustain relationships with stakeholders, organisations and service user/customer groups.	Essential
Report writing and verbal reasoning ability.	Essential
The ability to chair meetings ensuring the engagement and participation of all attendees which may include an individual or group of vulnerable adults, or carers.	Desirable
Understand the issues and challenges facing individuals accessing support and care services.	Essential
Able to work under pressure, achieve deadlines and continuing prioritisation of work load based on risk analysis.	Essential
Able to work on own initiative, seeking advice when appropriate.	Desirable
Experience Required	Essential/Desirable
Experience of analysing, collating information and communicating to others.	Essential
Have a commitment to ensuring service user and customer involvement within the services.	Essential

Disclosure Level

What disclosure level is required for this post?	None	Standard	Enhanced	Enhanced with barred list checks
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Work Type

What work type does this role fit into?	Fixed	Flexible	Field	Home
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