

Job Description

Job Title: Assistant Contract Officer

POSCODE: CCC2125

Grade: Scale 4

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To provide and own administrative support within the Service and where required across the organisation.

To contribute to the effective running of the office, setting up and maintaining systems and processes

To support and liaise with customers on behalf of the service, in relation to service delivery or financial expenditures.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	BUSINESS DELIVERY <ul style="list-style-type: none"> • Undertake daily activities as directed by the service • Provide flexible cover for other service when required • Adhere to business processes to achieve a quality and consistent service. • Share best practice • Support changes that impact the Business Support workforce • Ensure an accurate, confidential and effective service by maintaining systems and security of information in accordance with the policies and procedures of the County Council and relevant legislation
2.	CUSTOMER SERVICE <ul style="list-style-type: none"> • Proactivity deal, provide solutions and signpost incoming communication by liaising with staff, families and professionals to provide information, advice or support, as directed by the service. • Record, investigate and sensitively resolve customer enquiries, through to solution and referring complex matters to line manager for advice where appropriate • Support and advise teams and colleagues and impart knowledge and expertise • Provide constructive challenge as appropriate • Support the cultural change within Business Support
3.	TEAM SUPPORT <ul style="list-style-type: none"> • Support the service with organising, co-ordinating and where required minute meetings to ensure timely and appropriate action • Provide support to Services following correct processes • Support service/ team work activity, initiatives and events ensuring active participation • Gather data as requested by the service and where possible provide analysis • Report to the SBO on relevant issues relating to the business

	<ul style="list-style-type: none"> • Provide support to managers with self-service systems • Facilitate the service induction process • Undertake bookings relevant to the team
4.	COMMUNICATION <ul style="list-style-type: none"> • Communicate messages clearly and appropriately • Attend team/ service meetings • Work with key partners such as LGSS and PCC as appropriate
5.	FINANCIAL SUPPORT <ul style="list-style-type: none"> • Carryout/support all financial activities within service area • Reconcile spends against expenditure • Adhere to CCC financial policies • Support and help the service to manage and forecast year end expenditure • Actively promote cost affective expenditure in accordance with Council Budget requirements • Contribute ideas and efficiencies to deliver savings
6.	GENERAL <ul style="list-style-type: none"> • Support audits, inspections, reviews and new operating systems as and when required • Advise and inform others on matters relating to own job or section or directorate • Work across the directorate as required. • Ability to travel.
7.	Demonstrate an awareness and understanding of equality, diversity and inclusion.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.