

## CAMBRIDGESHIRE COUNTY COUNCIL

JOB DESCRIPTION	
Job Title:	Contract Management Officer
Directorate:	Place and Economy
Office:	Highway Service
Service:	Highways Commissioning
Reports to:	Contract Manager
Grade:	Sc5 - SO2
Hours:	37

### JOB PURPOSE

<ul style="list-style-type: none"> <li>• To deliver Highways and Transportation commissions which will contribute effectively to the quality of life for the people of Cambridgeshire</li> <li>• To assist in the management, development, commissioning and maintenance of the County Council's highways and transportation infrastructure and to support effective prioritisation with limited resources and value for money.</li> <li>• To provide professional and technical advice, support and capacity in relation to delivering the Council and Directorate's objectives through joined-up service planning, community engagement and the flexible use of resources.</li> <li>• The post covered by this job description support the full range of Commissions managed by the Highways Service</li> </ul>
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### PRINCIPAL ACCOUNTABILITIES

	Principal Accountabilities	% Relative Importance
1.	<p><b>Customer and Service Focus</b></p> <ul style="list-style-type: none"> <li>• Deliver customer oriented services in order to ensure that highways and transport commissions meet the needs of local communities, businesses, colleagues and elected members as required by the Service Plan</li> <li>• Implement strategies to assist and advise local communities and businesses in regard to the management, development, commissioning and maintenance of the County Council's highways and transport commissions</li> <li>• Organise and oversee the delivery of Highway and Transportation commissions/ contracts within the service in order to ensure customer focussed and cost-effective solutions</li> <li>• Communicate clearly and appropriately with different audiences</li> <li>• Monitor and evaluate the performance of activities within the service and</li> </ul>	25%

	make recommendations to managers in relation to improvements required.	
2.	<p><b>Service Expertise</b></p> <ul style="list-style-type: none"> <li>• Provide professional expertise and capacity to the Highways and Transportation Commissions/contracts</li> <li>• Take a lead on aspects of Highways or Transportation expertise related to specific commissions in order to be able to provide support and guidance to colleagues and to deal with enquiries, concerns or complaints that require specific knowledge and expertise.</li> <li>• Develop and maintain knowledge and contribute to regional and local developments relating to Highways and Transportation in order to ensure its continuing effectiveness.</li> <li>• Impart knowledge and expertise of Highways and Transportation commissions through mentoring and coaching other staff in order to develop a broad skills base amongst the team.</li> <li>• Identify future development and areas of concern relating to Highways and Transportation and work collaboratively with the management team and appropriate other officers to identify appropriate resolution or action.</li> <li>• Undertake effective monitoring to ensure that Highways and Transportation commissions/contracts and the delivery of the service meet the expectations and needs of the County Council and its communities, especially for those customers who are vulnerable or who have particular needs.</li> <li>• Monitor and advise responsible managers on whether all necessary measures are incorporated in the Highways and Transportation commissions to minimise and mitigate any adverse impact on the environment and local communities.</li> <li>• Liaise with colleagues across the directorate and the Council to ensure the Highways and Transportation service is delivered in the most efficient, effective and co-ordinated manner.</li> </ul>	25%
3.	<p><b>Partnership working and co-operative working</b></p> <ul style="list-style-type: none"> <li>• Develop and promote partnership working with a range of stakeholders in order to achieve service objectives</li> <li>• Develop effective internal and external partnerships and work with a range of stakeholders including other authorities and key organisations in Cambridgeshire in order to ensure that commissioning of Highways and Transportation services is delivered with the maximum effectiveness and efficiency</li> <li>• Exchange relevant information with internal and external stakeholders and organisations in order to ensure a mutual awareness and understanding of key issues</li> <li>• Liaise with colleagues to develop and implement effective systems to deliver Highways and Transportation services that meet the needs of our customers.</li> </ul>	15%
4.	<p><b>Contract/ Project Management and Joint Working</b></p> <ul style="list-style-type: none"> <li>• Support the planning, organisation and implementation of systems and processes for the delivery of effective project management of Highways and Transportation projects within the service.</li> <li>• Co-ordinate, support and/or lead projects, initiatives and events ensuring active engagement by identified participants and ensuring that objectives are delivered within required quality, time and budget targets</li> <li>• Support and manage project work in order to ensure that the agreed</li> </ul>	20%

	<p>objectives are delivered within required quality, time and budget targets</p> <ul style="list-style-type: none"> <li>• Instruct and oversee Highways and Transportation commissioned works in order to ensure compliance with design standards and determine the value of any variations to the contract and the final agreed value.</li> <li>• Prioritise works, issue and manage orders using the Contracts in order to secure cost-effective outcomes.</li> <li>• Assist in the review, development and writing of plans, policies, reports and user guides in order to ensure that they are current and fit for purpose</li> <li>• Maintain and operate systems to ensure up to date information is collected and stored and identify areas where information is missing and report to the Manager with appropriate recommendations.</li> <li>• Supervise any Highways and Transportation services commissioned in order to ensure cost-effective outcomes in line with agreed specifications.</li> <li>• Assist, where required, with the preparation and implementation of new or updated processes or systems to ensure effective operation.</li> </ul>	
5.	<p><b>Advice and Support</b></p> <ul style="list-style-type: none"> <li>• Provide advice to customers, colleagues and key stakeholders in relation to the expertise and activities of Highways and Transportation in order to facilitate effective joined-up working</li> <li>• Provide advice and training to other colleagues in the Directorate when required.</li> </ul>	5%
6.	<p><b>Representation, Communications and Liaison</b></p> <ul style="list-style-type: none"> <li>• Represent the Service at meetings with internal and external stakeholders in order to ensure effective communications.</li> <li>• Support effective communications between the service and its customers, partners and key stakeholders in order to ensure that they are kept informed of progress and queries are dealt with sympathetically and within agreed response times.</li> <li>• Contribute to the wider work and business areas of the Directorate through participation in working groups, as appropriate.</li> <li>• Ensure that any wider CCC issues encountered are fed back to the appropriate team.</li> </ul>	10%

The Place and Sustainability Directorate has a flexible structure to cope with varying workload pressures and the postholder may be required to undertake work in support of other offices.

## **Education, Qualifications & Training**

### ***Essential***

- HNC or HND or a relevant discipline, or equivalent experience
- Evidence of continued personal/professional development

### ***Desirable***

- Working towards professional membership e.g. ICE, ILE

## **Knowledge and Experience**

<b>Essential To Do Job (Area)</b>	<b>(Description)</b>
Service Knowledge	Knowledge and demonstrable experience of working in a service directly related to Highways or Transportation
	Good understanding of the Highways and Transportation sector services
Legislation	Good knowledge and understanding of relevant legislation and policy appropriate to Highways and Transportation
	Good knowledge of the structure and organisation within the business area at local and national level
Delivery	Demonstrable track record of successful working in a related service delivery role
	Knowledge and experience of delivering services in line with an agreed Service Plan
Contract/ Project management	Good track record of working on project teams, taking responsibility for the management of key aspects of work.
	Experience of helping to manage and implement highway and street lighting related projects to required quality, time and cost targets.
	Knowledge of how to design and develop projects
Enquiries and Complaints	Experience of dealing with and responding to complex enquiries and complaints
Coaching staff	Knowledge and experience of imparting knowledge to other staff,
Communication	Knowledge and experience of representing a business area and service with elected members, senior officers and key stakeholders

	Knowledge and experience of providing technical advice to parish/district councils, many of whom may not have a technical background.
<b>Desirable (Area)</b>	<b>(Description)</b>
	Good level of IT knowledge and skills
	Up to date knowledge of new products and services and their relevance in Highways and Transportation services
	Knowledge of general workings within Local Government, including relevant Standing Orders and Financial Regulations relating to procurement on NEC or PFI contracts
	Knowledge and experience of effective partnership working

### **SKILLS AND APTITUDES**

<b>Essential</b>	
Planning & organising	Ability to plan and organise and to ensure that deadlines and agreed quality, time and cost targets are met
Team work	Ability to work as part of a team and lead key areas of work
Initiative	Ability to work on own initiative and to ensure that service objectives are achieved
	Able to think quickly and make clear decisions
	Able to consistently give good attention to detail
Prioritisation	Ability to prioritise workload
	Ability to work under pressure and meet tight timeframes
Intellect	Logical reasoning and analytical skills with an ability to identify and resolve issues effectively
Interpersonal skills	Excellent interpersonal skills
	Sound diplomacy skills
	Ability to remain calm when under pressure
	Ability to produce clear technical reports and documents that draw on all available information and lead to logical conclusions
Negotiation	Ability to negotiate with stakeholders
IT	Demonstrable ability to use IT systems
Flexibility	Ability to adapt and willingness to get involved in a variety of activities
	Flexibility to work outside normal office hours
Development	Commitment to continuous service development
	Commitment to ongoing personal and role development
	Ability to work in a safe manner
<b>Desirable</b>	
	Flexibility to work from home or other CCC locations
	Ability to mentor and develop others
	Ability to travel around the county to areas where public transport is limited

### **Other essential**

- Physically able to visit and inspect sites which may have difficult access

## **BEHAVIOURS:**

### Cambridgeshire County Council Behaviours - WIRE

The following describes how you are expected to carry out your work. Essentially it's about how we do things, how we treat others and how we expect to be treated.

#### **Working together** Scale 5-6

- I establish credibility and work cooperatively with colleagues and customers
- I maintain good practice as well as making future improvements

#### SO1 – SO2

- I identify needs and initiatives for joint approaches to delivering services
- I work across and outside typical groups

#### **Integrity** Scale 5-6

- I make decisions without bias
- I explain clearly to colleagues and customers how these decisions will impact on service delivery

#### SO1 – SO2

- I proactively identify and reliably respond to challenges to improve customer satisfaction
- I communicate this to colleagues and customers effectively

#### **Respect** Scale 5-6

- I am aware of the positive and negative impact I can and could make on colleagues and customers
- I am considerate when using and working with our resources, and take responsibility for managing them

#### SO1-SO2

- I can identify the impact of my work on colleagues and customers
- I assess future needs and challenges, and put measures in place to meet these, appropriate to the groups affected.

#### **Excellence** Scale 5-6

- I plan and anticipate changes in working practice
- I logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes

#### SO1-SO2

- I respond to and tackle current and future challenges, providing solutions in the work I undertake