Job Description

Job Title: Contract Officer (monitoring)

POSCODE:

Grade: SO2

Overall purpose of the job

With the support of Commissioners and Contract Managers, Contract Monitoring Officers will be expected to lead on the monitoring of contracts to ensure the performance of provision within the relevant service area across contracts and thus ensure value for money.

In monitoring services, the post holder will be expected to ensure that as far as possible children and vulnerable adults are safeguarded and in receipt of quality provision which meets their outcomes through sharing good practice and areas for improvement, working with key providers and partners to do this.

To support market management and the development of service provision within the service area through effective collaboration and joint working with Commissioners to procure services and to facilitate service user and stakeholder engagement in this process.

This position has a requirement to work and travel across Cambridgeshire.

Main accountabilities

No.	Main accountabilities
1	CONTRACT MONITORING To work within the passenger Transport Service to develop and use appropriate systems and tools to manage and monitor contractual compliance with internal and external providers in order to ensure that quality services are provided to service users. To identify contractual compliance shortfalls and liaise with Finance & Contracts Manager to recommend the appropriate course of action. To professionally challenge poor practice and carry out ongoing work with providers to address any such shortfalls and ensure improvement of service provision and quality and the management and mitigation of risk. Where appropriate, to gather information or carry out visits to an operator which has not

	previously been used or monitored where a Service User is being placed for the first time. To monitor notifications of concerns and report evidence of any trends in performance, concerns and other issues to the relevant manager and support key Managers, Commissioner, Quality Improvement, Operations and Safeguarding Teams in the event of provider failure. To ensure providers are aware of, and comply with all relevant legislation and contract requirements as well as current priorities and strategies across the Council.
2	SUPPORTING DEVELOPMENT AND IMPLEMENTATION OF COMMISSIONING STRATEGIES AND APPROACHES To support Passenger Transport Service to provide information to assist with the commissioning of services and support the development of commissioning strategies, specifications, monitoring tools and other associated documents, where required. The post holder will also be expected to act as a member of tender project groups as appropriate. Support the review of Commissioned Services through providing intelligence which identifies gaps in service provision and any trends in needs of service users. To provide information which will assist in the development of the relevant market, including networking with other local authorities. To research and review legislation, policy guidance, new initiatives and best practice in relation to personalised models of service that increase choice and control and to ensure staff, providers and other stakeholders are aware of any relevant current and future government policy and initiatives.
3	PARTNERSHIP WORKING To promote good practice and enhance service quality through the ongoing provision of clear guidance, information and education to care providers, in order to raise the quality of service provision. To work closely with providers across the statutory, voluntary and independent sector to develop productive relationships and co-production of service delivery and improvement. To provide support and information to teams in relation to commissioning and contract arrangements, including promotion of good practice, advice and support. To liaise with external agencies, including but not limited to district councils (licensing) and other statutory and non-statutory organisations. To contribute to the delivery of provider events as delegated by the manager.
4	To ensure the demands of the service are met.
5	Carry out additional reasonable duties as required by the line manager.

6	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualification required for this job.

Qualifications Required	**Subject**	**Essential/Desirable**
3 A Levels/NVQ 3		Essential
GCSE level C in maths English or equivalent		Essential
Evidence of Continuous Professional Development		Essential
Minimum levels of knowledge, skills and experience required for this job		
Identify	**Describe**	**Essential/Desirable**
Knowledge		
Commissioning, Contract Management	An up to date and credible level of knowledge and understanding relating to commissioning and contract management. Knowledge of policy, legislation and guidance relating to Commissioning and Contract Management.	Essential/Desirable
Analysis	An understanding of how to apply performance measures and evaluation methodologies to deliver improvement.	Essential
Local Authorities	Knowledge of Cambridgeshire and as an organisation.	Desirable
Skills		
Analytical Skills and Strategic Thinking	Ability to problem solve on a wide range of issues and seek necessary information and guidance. Good analytical skills and ability to draw qualitative and quantitative data from a wide range of sources and utilise it to inform strategy development. Skills in planning and organisation and ability to manage priorities. Ability to prioritise tasks and manage own workload.	Essential
Partnership Working and Collaboration	Ability to build effective working relationships and work in partnership with a diversity of individuals and groups.	Essential
Communication	Excellent communication skills. Proficient in Microsoft Office including Word, Excel, Outlook and	Essential

	PowerPoint. Ability to present information clearly and concisely.	
Experience		
Partnership Working and Collaboration	Experience of working alongside a wide range of partners to commission services. Experience of working effectively as part of a team, engaging and sharing information with colleagues and external partners.	Essential
Analysis and Creative Thinking	Experience of using information management systems to produce quality data. Evidence of supporting change and identifying innovative commissioning solutions	
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behavior, physical, social and welfare needs.	

Disclosure Level		
What disclosure level is required for this post?	None x	Standard
	Enhanced	Enhanced with barred list check

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