

Adult Care, Public Health & Wellbeing Cluster
Contracts Officer

Job Description and Person Specification
November 2015

Job Description

Job Title:	Contracts Officer
Department:	Adult Care, Public Health & Wellbeing Cluster
Function:	Adult Care, Public Health & Wellbeing Hub
Team:	Contracts & Procurement
Post number:	CC3617, CC3620
Grade:	LBR10
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	Lynton House
Reports to: <i>Job title</i>	Contracts Manager
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To procure social care, public health and wellbeing with a wide range of providers.</p> <p>To contract manage a portfolio of contracts with the independent sector, healthcare sector, voluntary organisations and community groups.</p>
Key external contacts: <i>Organisations</i>	Care Quality Commission, Adult Social Care and Health Partnership (HASS), Clinical Commissioning Groups, Providers, Voluntary Sector, Services users and carers.
Key internal contacts: <i>Job titles or groups of staff</i>	Other functional units in the HUB, Finance, Strategic procurement, Legal, Constitutional services.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> ▪ To ensure that service development, procurement and contract negotiations are undertaken within the budget parameters identified by the Contracts Manager and Head of Contracts and Procurement. ▪ To maintain management information systems and provide regular reports.
Key areas for decision making:	<ul style="list-style-type: none"> ▪ To make recommendations on the award of contracts to the Head of Contracts and Procurement. ▪ To manage a portfolio of contracts and be responsible for the monitoring of performance against service specification outcomes and the actions arising from poor performance.

Key accountabilities and result areas:

Key elements:

<p>Procurement and Contracts Management</p>	<ul style="list-style-type: none"> ▪ To develop and establish a range of appropriate contracting systems to enable delivery of high quality and outcome focused care and health services. ▪ To liaise and work closely with the Corporate Strategic Procurement Team and legal services to ensure all the documents and processes for procurement are carried out according to the Council's Procurement Framework. ▪ To develop Tender documentation in accordance with the service specification and Council Standing Orders. ▪ To set up and participate in tender evaluation panels; and to include where appropriate service user and carer involvement and provide them with support as required. ▪ To complete all necessary procurement, evaluation and contract award documentation for successful providers. ▪ To liaise with legal services for the signing and sealing of the awarded contract. ▪ To implement required contract management procedures to manage designated contracts effectively and to demonstrate an open and transparent process. This includes performance management and risk management to ensure compliance with the service specification and contract outcome requirements. ▪ To lead on operational meetings with providers, dealing with complaints, poor performance and default notices; and where required develop improvement action plans jointly with the provider and monitor implementation/progress against such plans. ▪ To work in partnership with the Care Quality Commission and providers to manage provider failure as per the statutory requirements of the Care Act. ▪ To establish and develop effective partnerships with the provider sector and actively participate in regular provider forums. ▪ To work with Clinical Commissioning Groups to develop joint contracting processes. ▪ To be involved in the integration of health and social care, attending meetings with health colleagues, voluntary sector and other partner agencies as required. ▪ To work with colleagues across the Hub in developing contracting methods which provide choice and flexibility for service users and carers. ▪ To write reports, business cases, briefing notes on contracting issues for the Hub. ▪ To assist the Contracts and Procurement Manager in the drafting of committee, cabinet reports. ▪ Liaise with providers to resolve complaints. ▪ To participate in project groups as required by the Head of Contracts and Procurement. ▪ To ensure Safeguarding is paramount in all contracts. ▪ To ensure the necessary procedures are followed in safeguarding cases when allegations involve a commissioned provider.
<p>General accountabilities and responsibilities</p>	

Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Contracts Officer		
<i>Method of candidate assessment: A = Application form, I = Interview, T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none">▪ Relevant qualification in social care or health and/or appropriate experience.	A	3
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none">▪ Experience of contract management and procurement	A - I	3
	<ul style="list-style-type: none">▪ Experience of delivering tangible and significant performance improvements.	A - I	3
	<ul style="list-style-type: none">▪ Experience of implementing a demanding work programme.	A - I	3
	<ul style="list-style-type: none">▪ Significant knowledge of the health and social care policy agenda.	A - I	2
	<ul style="list-style-type: none">▪ A detailed knowledge of performance management and improvement planning techniques.	A - I	2
	<ul style="list-style-type: none">▪ Experience in specifying, reviewing, evaluating and monitoring outcome based services	A - I	3
	<ul style="list-style-type: none">▪ Knowledge and understanding of the social care/health market.	A - I	3
Minimum competencies: Customer focus	<ul style="list-style-type: none">▪ Confident in making presentations and representing the Council in important internal and external meetings.	A - I - T	3
	<ul style="list-style-type: none">▪ Considers the implications of customer/client views on business plans and services being provided, and modifies/recommends changes to these as appropriate.	A - I	2
Communicating and influencing	<ul style="list-style-type: none">▪ Able to write complex and/or user-friendly reports, strategies and guidance for a variety of different audiences including senior managers, staff and service users	A - I - T	3
	<ul style="list-style-type: none">▪ Exceptional IT skills particularly in Microsoft Word, Excel, PowerPoint and web tools.	A - I - T	3
Building relationships, working together and in partnership	<ul style="list-style-type: none">▪ Develops trust between self and partners, regularly monitoring progress and outcomes, exchanging feedback and modifying services as appropriate.	A - I	2
Respecting & implementing diversity	<ul style="list-style-type: none">▪ Positive about promoting equality and diversity in employment and service delivery through service improvement planning.	A - I	3

Planning, organising & achieving results	<ul style="list-style-type: none"> ▪ Strong commitment to improving services and a proven track record in achieving improvements. 	A - I	3
	<ul style="list-style-type: none"> ▪ Able to analyse complex and sensitive problems quickly and efficiently; adopting a flexible and creative approach to trouble-shooting problems or poor performance. 	A - I	3
	<ul style="list-style-type: none"> ▪ Regularly measures outcomes in terms of relevant performance indicators, and reviews the robustness of the processes which are being used to measure performance. 	A - I	2
Embracing change	<ul style="list-style-type: none"> ▪ Champions new initiatives in support of strategic goals, encourages others to change and negotiates and implements change successfully. 	A - I	2
Leadership	<ul style="list-style-type: none"> ▪ Fosters powerful and productive working relationships both within the service, cross-functionally and externally. 	A - I	2
Signature of Employee:	Name:	Date:	