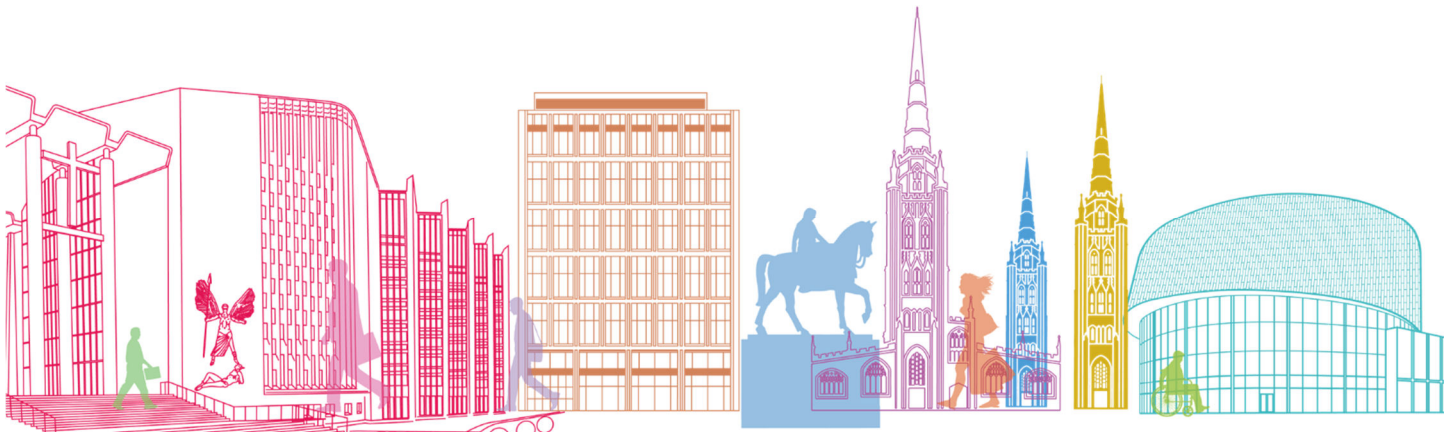


Job Description and Person Specification



Job Description

Job Title	Contract Officer
Grade	5
Service	Children's Commissioning
Reports to	Commissioning Team Manager
Location	Friargate One Floor 8
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

The role involves monitoring the quality of provision for Looked After Children, including undertaking visits to residential, fostering and supported accommodation providers, responding to complaints, developing relationships with providers and ensuring that quality standards are met. You will also have opportunities to increase your skills and support commissioners to plan, develop and commission new services to meet children and young people's needs.

Main Duties & Key Accountabilities

To take responsibility for the monitoring of quality and contract compliance of children's social care services, including undertaking visits to residential, fostering and supported accommodation providers, responding to complaints, developing relationships with providers and ensuring that quality standards are met. To support with the planning, development and commissioning of services to meet the required outcomes for children and young people and to ensure delivery to the required quality standards.

Work with commissioners to review the provision of care and support services for children and young people and support the on-going development of quality processes.

2. Undertake contract monitoring visits to children's social care providers in and out of City, including residential, fostering and supported accommodation services, to determine compliance, provide quality assurance, minimise risk to children and young people and seek evidence that outcomes are being met.
3. Professionally handle areas of contractual non-compliance including investigating complaints, agreeing corrective action with providers and monitoring action plans.
4. Identify with providers where contractual efficiencies can be made and support providers in the implementation of efficiencies to ensure best possible Value for Money from City Council spend.
5. Develop good working relationships with a range of stakeholders including providers, children and young people, social care, placements, procurement, health, education and other agencies to ensure their input into strategy and the commissioning of services.
6. Provide advice, guidance and practical assistance to support providers, children and young people and their families on matters relating to quality, commissioning and contractual standards.
7. Attend children's social care meetings to discuss concerns with providers and where appropriate manage the provider investigation to establish contract compliance issues. Produce an outcome report of findings for consideration in the final outcome of an investigation and to inform future contract management activity.
8. Work with commissioners to contribute to the development of outcome-based service specifications and tender documentation and support with

the commissioning and monitoring of new services including support with risk management, tendering, contract setting, monitoring, consultation, contract reviews and compliance.

9. Collate and analyse evidence and data to support the development of commissioning processes for children's social care services.
10. Contribute to briefing papers and reports as required for senior managers.
11. Keep abreast of the implications of national and policy initiatives; ensuring familiarity with legislation, research and specialist information.
12. Provide advice and support on quality and contract issues across Children's Services (People Directorate), including management information to enable informed decisions to be made regarding the development and improvement of services.
13. Work within the remit of Public Contract Regulations including but not limited to procurement and contract processes, legislative and statutory requirements and best practice guidance to ensure contractual probity and robustness.
14. Provide cover for Commissioning Officers in their absence relating to the work of the team.
15. Any other duties and responsibilities within the range of the salary grade.
16. The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-
 - To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
 - To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
 - Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
 - To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

17. The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-
 - To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
 - To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars 18 Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

19. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines

Key relationships

External Post holders will need to build good relationships with external providers who deliver services on behalf of Coventry City Council.	Internal Post holders will need to work with a range of stake holders including Procurement, Finance, Joint Commissioning, Placement Teams and Public Health.
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	
Knowledge	
Understanding of the City Council's Equal Opportunities Policy and a commitment to equal opportunities	
Knowledge of the different types of children's social care provision and relevant national legislation and regulatory bodies e.g. residential, fostering and supported accommodation	
Understanding and a commitment to the importance of safeguarding children and ensuring all children's placements are of a high quality and meet children's needs	
Desired knowledge of commissioning and contractual processes including tendering, quality assurance, review and evaluation of contract compliance.	
Knowledge of Data Protection legislation and its application	
Skills and Abilities	
Ability to develop and build good working relationships with a wide range of stakeholders in the statutory, voluntary and private sectors, including providers and children and young people.	
A high level of organisational skills to be able to manage conflicting priorities, working under pressure within agreed deadlines	
The ability to communicate clearly and effectively, both orally and in writing, including the preparation and presentation of reports, briefing notes and statistical information.	
Skill in reviewing and monitoring services against specified requirements and bringing about improvements.	
Ability to work on own initiative, across a range of situations including investigations that relate to service delivery.	
Excellent interpersonal, negotiating and influencing skills	
Ability to utilise IT software effectively to assist in the monitoring and evaluation of services including Microsoft Word and Excel	
Ability to support commissioners and effectively contribute to a range of projects.	
Experience	
Experience and/or understanding of the needs of vulnerable children and young people or other vulnerable people, including children who are Looked After and supported by social care.	
Desired experience of assessing the quality of services and contract monitoring services.	
Qualifications	
O Level / GCSE equivalent grade C – Maths / English	

Special Requirements

The post will include occasional working outside normal office hours including overnight stays a few times a year when visiting provision at a distance from Coventry.

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Disclosure and Barring Service check will be required prior to appointment.

Date Created	November 2022	Date Reviewed	August 2025
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