

Job Description and Person Specification



Job Description

Job Title	Contracts Officer
Grade	5
Service	Strategic Commissioning
Reports to	Commissioning Manager
Location	One Friargate
Job Evaluation Code	Y5122D



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

Purpose of the role / Output

To take responsibility, as delegated by the Commissioning Manager, for the monitoring of contract compliance, developing provider relationships and market management of care services in collaboration with social work teams and NHS colleagues.

Main Duties & Key Accountabilities

Core Knowledge

- Review the provision of care services for Adults, supporting the development of formal reviewing processes for care services.
- Implement effective reviewing procedures and undertake contract monitoring to determine compliance. Professionally handling areas of contractual non-compliance, advising providers and agreeing corrective action, enforcing penalties where appropriate.
- Lead and project manage a diverse range of contracts including risk management, contract setting, monitoring, surveys, contract reviews and compliance. This will include contributing to major contracting exercises including large scale tendering.
- Develop good working relationships with all parties including providers, service users, Social Work Teams, NHS colleagues and other agencies.
- Develop more robust monitoring systems, which reflect best practice through research and liaison with other local authorities, ensuring best value through strong contracting links across the Directorate. To provide feedback that informs the way in which the Directorate delivers its services including shaping Directorate strategies and strengthening contractual arrangements thus ensuring quality outcomes for service users.
- Operate a robust contracting protocols and processes using the team's internal processes, financial regulations, Standing Orders, legislative and statutory instructions as a baseline.
- Provide technical social care contracting advice and support across the People Directorate, including management information to enable informed decisions to be made regarding the development and improvement of services. Compile Cabinet reports and briefing papers as necessary to support developments.
- Support the Commissioning Manager in their role as designated lead for services on contractual matters relating to the City Council's Standing Orders for contracts.
- Assist in the development and implementation of quality outcomes for service users and added value from contractual arrangements.
- Contribute to the development of outcome based service specifications in liaison with staff across the Directorate who are responsible for purchasing and/or care managing services.
- Operate and develop of audit proof recording systems in conjunction with relevant Directorate and Corporate Finance staff, implementing recommendations from formal audits as required.

- Maintain and develop good working relationships with independent sector providers in the voluntary and private sectors. Promote inter-agency partnerships to ensure joined up contracting arrangements.
- Assist in the development of market management strategies for social care services, including a robust, flexible and sustainable mixed economy.
- Implement market management strategies that promote quality services, including the operation of appropriate pricing policies and procedures.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Intergrated Care Board	Internal Social Work Teams and Brokerage
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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 the Department's core values.	
Knowledge of social care provision/understanding of care services provision.	
Knowledge of the issues surrounding the commissioning of services in a multi-cultural environment.	
Knowledge of contractual processes including tendering, monitoring, review and evaluation of contract compliance.	
Sound technical knowledge of the contracting process, including legislative and financial requirements.	
Awareness and understanding of financial accounts and budgetary control within the commissioning process.	
Knowledge of Data Protection legislation and requirements	
Skills and Abilities	
A high level of organisational skills to manage conflicting priorities, working under pressure within agreed deadlines.	
Ability to communicate clearly and effectively, both orally and in writing, including the preparation and presentation of reports, briefing notes and statistical information.	
IT skills, including the manipulation of data using spreadsheets.	
Excellent interpersonal, negotiating and influencing skills.	
Skill in Reviewing and monitoring services against specified requirements and bringing about improvements	
Ability to develop and promote good working relationships with a wide range of staff at all levels in the statutory, voluntary and private sectors	
Able to work on own initiative, both flexibly and sensitively, within a changing environment.	
Ability to utilise IT software effectively to assist in the monitoring and evaluation of services using all available information.	
Able to promote and develop a managed and sustainable mixed economy of care market.	
Ability to effectively contribute to and manage projects	
Ability to effectively chair meetings.	

Experience
Good technical knowledge and practice in relation to the financial and legislative requirements of contracting.
Qualifications
High standard of literacy and numeracy
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	January 2018	Date Reviewed	November 2022
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