

Job Description and Person Specification

Contracts Officer

Job Details	
Grade	GRD5
Service	Strategic Commissioning
Location	City Wide
Job Evaluation Code	Y5122D

About Coventry City Council
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: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
To support and oversee a good quality care market in Coventry. Working with providers, social work teams, partner agencies and engaging with people receiving care and support.

Main Duties & Key Accountabilities
Reviewing the provision of care services for younger and older adults, supporting the development of formal reviewing processes for care services.

Completing quality assurance visits to providers of care services.
Writing provider quality assurance reports and following up on actions identified to improve service delivery.
Managing quality concerns, supporting with safeguarding enquiries and contractual non-compliance in a professional manner, advising providers and agreeing corrective action.
Implementing effective reviewing procedures and undertake contract monitoring to determine compliance.
Maintaining and developing good working relationships with providers, people drawing on care and support, operational colleagues, Integrated Care Board and other agencies.
Engaging with people who draw on care and support to inform service delivery and commissioning of services.
Contributing to major contracting exercises including large scale tendering.
Contributing to the design of systems and processes to monitor quality, care and support.
Supporting with the development of market position statements and market development plans.
Contributing to new commissioning and design of care services. Providing technical advice and support to operational colleagues on contractual matters.
Attending provider-related meetings and presenting information to inform decision-making.

Key Relationships

External:	Care Quality Commission Service providers Integrated Care Board Coventry and Warwickshire Partnership Trust External agencies
Internal:	Commissioning colleagues Health and social care teams Procurement Finance Brokerage

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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

No Managerial Responsibilities

Person Specification

Requirements

Knowledge

Knowledge of the Care Act (2014) and an understanding of adult social care services.

Knowledge of Coventry's demographics.

Knowledge of contractual processes, quality assurance and contract monitoring.

Skills And Ability

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 and statistical information.

Excellent interpersonal, negotiating and influencing skills, developing and promoting good working relationships.

Skill in reviewing and monitoring services against specified requirements and bringing about improvements.

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.
	Ability to effectively contribute to wider strategic commissioning work.
	Ability to engage with carers and people receiving care and support.
Experience	Experience of working with people to inform service quality.
Special Requirements	This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.