**Job Description and Person Specification**

**Snr Contract Officer**

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| **Job Details** | |
| **Grade** | 6 |
| **Service** | Public Health |
| **Location** | One Friargate |
| **Job Evaluation Code** | A6197 |

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| **Coventry City Council 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:  **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. |

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| **Job Purpose** |
| Supporting the Senior Commissioning Managers by taking the lead on quality assurance across all commissioned services and effectively responding to quality concerns with commissioned services.  Being responsible for the monitoring of quality and contract compliance of Public Health commissioned services including undertaking provider visits, responding to complaints, developing relationships with providers and ensuring that quality standards are met.  Supporting with the planning, development and commissioning of services through the provision of contract and quality data to meet the required outcomes and to ensure delivery to the required quality standards. |

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| **Key Responsibilities and Accountabilities** |
| Supporting to the Senior Commissioning Managers and team in the strategic planning, commissioning and provision of high-quality services. |
| Leading on the quality assurance and monitoring of Public Health services including key performance indicators and value for money to ensure efficient and cost-effective services are delivered. |
| Supporting the Senior Commissioning Managers with commissioning, contract management and performance management of services commissioned under the public health budget. |
| Leading on the implementation and development of pro-active and responsive quality assurance processes across commissioned services for public health contracts. |
| Working with the Senior Commissioning Managers, lead on the evaluation and review of contract arrangements, including quality outcomes |
| Leading on the development and delivery of a service user involvement framework. |
| Managing and ensure contract compliance across contracts through effective communication with the contract officer, operational staff, procurement staff and other internal and external agencies. |
| Ensuring that quality assurance systems, contract processes and documentation are regularly reviewed and continuously improved in line with legislation and best practice. |
| Supporting the Senior Commissioning Managers with negotiations and communications with providers relating to fees and contractual terms and conditions. |
| Maintaining records of providers’ accreditation eg Ofsted and CQC reports and identify risks arising from them to escalate to the Senior Commissioning Managers with recommended action plan. |
| Producing accurate, high quality and timely performance reports and other updates to a range of audiences, to inform decision making |
| Attending working groups and other internal or external meetings as required |
| Supporting the Senior Commissioning Team Manager with the financial management of contract budgets where appropriate. |
| Maintaining a training directory based on the needs of professionals and promoting the training offered by commissioned Public Health services to the system workforce. |

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| **Key Relationships** | | | |
| External: | Commissioned providers | Internal: | Finance, Procurement, Legal, Information Governance, wider Public Health Team |

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

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| **Responsible for** |
| N/A |

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| **Person Specification** | |
| **Requirements** | |
| Knowledge | Knowledge of the different types of public health provision and relevant national legislation and regulatory bodies |
| Knowledge | Knowledge of Data Protection legislation and its application |
| Knowledge | Desired knowledge of commissioning and contractual processes including tendering, quality assurance, review and evaluation of contract compliance. |
| Knowledge | Good technical knowledge and practice in relation to the financial and legislative requirements of contracting |
| Skills And Ability | Ability to develop and build good working relationships with a wide range of stakeholders in the statutory, voluntary and private sectors, including providers. |
| Skills And Ability | A high level of organisational skills to be able to manage conflicting priorities, working under pressure within agreed deadlines. |
| Skills And Ability | The ability to communicate clearly and effectively, both orally and in writing, including the preparation and presentation of reports, briefing notes and statistical information. |
| Skills And Ability | Skill in reviewing and monitoring services against specified requirements and bringing about improvements. |
| Skills And Ability | Ability to work on own initiative, across a range of situations including investigations that relate to service delivery. |
| Skills And Ability | Excellent interpersonal, negotiating and influencing skills. |
| Skills And Ability | People leadership and management skills in relation to motivation, development, and delivery. |
| Skills And Ability | Ability to utilise IT software effectively to assist in the monitoring and evaluation of services including Microsoft Word and Excel. |
| Skills And Ability | Ability to support commissioners and effectively contribute to a range of projects. |
| Experience | Experience and/or understanding of the needs of vulnerable people. |
| Experience | Desired experience of assessing the quality of services and contract monitoring services. |
| Qualification | O-Level/GCSE equivalent grade C - Maths / English or equivalent numeracy and literacy skills |
| Special Requirements |  |

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| **Declaration** | | | |
| Reviewed/Created By: | Ryan McHugh | | |
| Job Title: | Business Manager | Date: | June 2025 |