


Job Description			
Contracts Officer	Place	Post Ref	
Job Purpose			
To support the Group and Team Managers in ensuring the effective management of contracts.			
Key Responsibilities <ol style="list-style-type: none">1. Maintain an up to date knowledge of all relevant contractual terms of each contract, as set out in the project agreement and other contractual documentation2. Monitoring and review the ongoing contractor performance and compliance for the PFI and other projects, ensuring customer satisfaction against contractual terms.3. Understand and ensure the contractor has carried out all the necessary legislative and statutory duties so that facilities and services are safe to occupy and use.4. Provide effective liaison/communication with contractors, PFI providers, Borough and District Councils, schools, officers, managers and members regarding contracts.5. Make payments to contractors for services received, together with any payment deductions, as appropriate and in accordance with contractual terms.6. Check and adjust payments for indexation each year.7. Calculate and ensure invoices are raised to Borough and District Councils, schools, academies and District Councils for their contribution towards costs.8. Deal with any queries and resolve issues and disputes.9. Ensuring all invoices are checked, authorised and coded, so bills are paid on time in accordance with the contractual requirements.10. Responding as required to any urgent issues identified by Borough and District Councils, schools or provider/contractor.11. Planning and undertaking facility and financial audits as part of			Key Accountabilities <ol style="list-style-type: none">1. Accountable for planning and undertaking site and service audits as part of the PFI and other contracts.2. Responsible for ensuring the contractors are performing as required by the contract in delivery services to the council and providing 'best value'.3. Representing the County Council at Operational Management meetings with Borough and District Councils, PFI Providers, Head Teachers, and Business Managers.4. Liaising with contractors over disputed areas within the contract.5. Leading negotiations as relevant to resolve disputes.6. Liaising with contractors and coordinating responses to any information or change requests received.7. Providing regular updates to elected members, Corporate and Senior leadership about the contracts and services being managed.

<p>any contract to ensure the contracted service is delivered.</p> <ol style="list-style-type: none"> 12. Monitor contractor activities in relation to Health and Safety and Duty of Care compliance including the maintenance of facilities and liaise/negotiate in resolving any defects or issues. 13. Review contract performance indicators, actively monitor and challenge under- performance. 14. Represent the Council at meetings with Borough and District Councils, school representatives, and central government departments as required. 15. Negotiating settlements in respect of claims including deliberate damage charges under PFI contracts. 16. Carry out due diligence checks in respect of claims associated with contracts. 17. Obtaining government and supplier approval as required for any changes to facilities and services and/or contractual variations. 18. Plan and manage projects and initiatives to deliver service improvements, efficiencies, or financial savings. 19. Provide information (as required) to appropriate Council departments where they relate to contract facilities. 20. Communicating with and updating relevant parties on the progression of any change which affects contract facilities, including central government departments, Members of the County Council and Council Departments. 21. Ensuring that all contract related statutory requirements are discharged. 22. Produce and provide information for reporting purposes. 23. Deputise for Team and Group managers as appropriate. 24. To undertake any other work within the group as required commensurate with the role and grade. 	
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The post holder will perform any duty or task that is appropriate for the role described

Person Specification	
<p><u>Education and Knowledge</u></p> <p>Essential</p> <ol style="list-style-type: none"> 1. GCSE or equivalent – English and Maths Grade C or above 2. Knowledge and awareness of the principles and practice of Contract Management 3. Ability to understand and define contract terms and conditions 4. Ability to learn and apply financial and budgeting processes. <p>Desirable</p> <ol style="list-style-type: none"> 5. Contract Management Capability Programme, Foundation Level Accreditation – Government Commercial College 6. Educated to Degree Level or Equivalent 7. Awareness of Public Procurement Regulations including European Procurement Legislation 8. Knowledge of the principles and practice of: <ul style="list-style-type: none"> • Appropriate risk management • Project management techniques (including Prince II) 9. Knowledge and understanding of local government services and how they operate including the different forms of commissioned service provision. 	<p><u>Personal Skills and general competencies</u></p> <p>Essential</p> <ol style="list-style-type: none"> 1. A high level of drive and personal commitment to excellent customer care and the ability to set an example to other staff. 2. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers, and customers. 3. Ability to meet agree objectives and targets by effective use of resources. 4. Good planning skills with the ability to use own initiative to plan and manage own work programme. 5. Well-developed interpersonal skills with the ability to build strong relationships, challenge appropriately and secure buy in. 6. Well-developed communication skills and influencing skills. 7. Good team working skills. 8. Experience of working flexibly within a team to meet team priorities and deadlines. 9. Ability to develop strong working relationships with internal and external contacts 10. Ability to produce accurate, clear, and concise written information 11. Ability to be clear and persuasive when speaking to others, at all levels of the organisation. <p>Desirable</p> <ol style="list-style-type: none"> 12. Ability to make decisions and solve problems to meet operational targets, including devising solutions and

Contract and Performance Management

Essential

1. Experience of working in an organisation to ensure services are delivered to a high standard

Desirable

2. Ability to work effectively with internal council departments and stakeholders such as finance, procurement and legal to ensure services are delivered to a high standard
3. Experience of monitoring outcome -based contract specifications with providers
4. Experience of working in a large and complex organisation preferably public sector.
5. Working on own initiative and planning work.
6. Experience of working on change projects and cross service /departmental working in large organisations.
7. Experience in working with a range of senior managers and members across a large organisation.
8. Experience of conducting physical audits.
9. Experience of resolving issues with minimum supervision.
10. A proven track record of delivery and achievement.

- prioritising the resources available.
13. Good analytical skills with the ability to interpret and understand complex issues.

Technical Knowledge

Essential

14. Ability to contribute and support team objectives to deliver department strategic objectives
15. Ability to understand the aims of the Departmental programmes and how these might be translated into practice.

<p><u>Delivering Service Improvements and Value for Money</u></p> <p>Essential</p> <ol style="list-style-type: none"> 1. Some experience of using the views of service users to bring about improvements in services 2. Ability to engage with a range of providers, partners, stakeholders, and service users and those from disadvantaged and minority groups 3. Ability to persuade others to develop and improve 4. Ability to manage change where service improvements require new ways of working 	<p><u>Information Technology</u></p> <p>Essential</p> <ol style="list-style-type: none"> 1. Experience of using a range of software applications to improve efficiency and effectiveness
<p><u>Work to promote mutual respect and good relations</u></p> <p>Essential</p> <ol style="list-style-type: none"> 1. Experience of developing and engaging with partnership working 2. Commitment to the County Council's Equality policy 3. Skills to identify how other people can contribute to the achievement of their own goals. 	
<p><u>Role Dimensions</u></p> <ol style="list-style-type: none"> 1. To undertake the commercial and operational management of contracts within the Authority; 2. Manage the contract processes, including carrying out due diligence checks and negotiating with all parties to reach resolutions to disputes. 3. Checking and reconciling charges to be passed through to the council, partners and schools from providers and applying contract deductions as appropriate. <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

