Nottinghamshire County Council

Title	*Department*	*Post Ref*
Quality and Contracts Manager	**Adult Social Care and Public Health**	

Job Purpose

To lead on the quality and performance of commissioned social care services

Key Responsibilities	***Key Accountabilities***
1. To manage a portfolio of contracts, service agreements and other formal arrangements between the Department and service providers and have responsibility for the quality and efficiency of services commissioned under these arrangements.	1. For the accuracy of work undertaken and information provided
2. To identify, analyse and manage risks associated with the service delivery and contract performance; recommending actions or contractual sanction where appropriate.	2. Effective supervision of staff to secure high levels of performance.
3. To work to identify opportunities for improvements and the achievement and maintenance of high standards of quality and efficiency in the services commissioned Nottinghamshire County Council and Adult Social Care, Health and Public Protection Department	3. To ensure confidentiality of information in respect of records maintained and tasks undertaken.
4. To develop and maintain systems for the monitoring, evaluation and review of the quality and performance of services. To manage the development and delivery of management information reports.	4. To build and ensure the maintenance of effective working relationships
5. To develop and maintain systems for evaluation and organisation of management information to undertake effective contract management. and	5. To promote and support high quality service delivery
	6. To ensure that correct processes are being followed and to report to the appropriate manager so that required actions can be followed up as necessary.
	7. To work efficiently and effectively
	8. To ensure the principles of continuous improvement and best value are adopted and maintained at team level

6.	To participate in decision making, negotiation and problem-solving processes both internally and externally.	
7.	To work with all Partners (including clinical leads) and service providers to ensure delivery of an equitable service to all service users and carers.	
8.	To report as required to any associated Project Boards, preparing reports as required.	
9.	To promote quality in service delivery through the facilitation of professional advice and guidance, seminars and other training geared to the evaluation of contract performance, quality assurance and related matters.	
10.	To develop, operate and maintain information systems allied to the monitoring and evaluation function.	
11.	To assist with the compilation of contract specifications and tender documents in accordance with regulations and procedures and to investigate, recommend and take action in connection with any problems or difficulties arising.	
12.	To participate and contribute to commissioning activities as appropriate	
13.	To maintain a current knowledge and awareness of legislation, policy, practice and procedure in the post holder's field of work and to keep others informed as appropriate.	
14.	To supervise and develop staff, individually and collectively, to meet both job requirements and the planned business requirements of the departments through participation in, and contribution to, formal and informal staff development and training processes	

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Good literacy and numeracy skills
2. Comprehensive knowledge of
   - Legislation relating to social care contracting
   - Legislation/national objectives and priorities for Adult Social Care and the NHS
   - The application of quality assurance and contract monitoring principles and methods
   - Understanding of the work and challenges of an Adult Social Care Department Understanding of local authority contracting policies and procedures particularly in relation to social care
   - Processes for purchasing and providing social care services
   - The range of providers in the social care services markets and issues facing them
   - Commissioning and purchasing strategies for social care

Experience

3. Experience of purchasing, contract managing and evaluation of social care services
4. Experience of working in an inter-agency setting
5. Experience of effective partnership working with Independent

Personal skills and general competencies

3. Puts into practice the Council's commitment to excellent customer care.

4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.

5. Works well with colleagues but also able to work on their own initiative.

6. Shares the Council's commitment to providing a safe environment for customers and staff and treating all with respect and consideration

7. Effectively sets direction for staff providing motivation for all to deliver high performance.

8. Sets challenging targets for performance of staff as well as delivering high degree of personal effectiveness.

9. Excellent oral, written and presentation skills with the ability to tailor this to the needs of different audiences.

10. Demonstrates creativity and innovation in problem solving and

and Voluntary Sector providers and with service users and carers 6. Experience of putting equal opportunities principles into practice and working with issues of diversity 7. Experience of producing written reports 8. Experience of investigating and resolving complaints 9. Full current driving licence	service improvement. 11. Takes an active role in managing risk, health and safety and safeguarding issues.

Role Dimensions

10. Responsible for identifying opportunities for improvement/innovation and the achievement and maintenance of high standards of quality and efficiency in the services provided by external social care service providers.

11. Responsible for the management of resources (including staff) and participating in business planning, performance review, inter and intra departmental working parties and processes geared to contributing to the strategic and departmental objectives whilst ensuring the efficient and cost-effective use of resources.

12. Maintenance of knowledge and awareness of relevant legislation, policy and good practice, raising awareness among others and supporting the development, promotion and implementation of local policy and procedure.

13. Contributing to the development and implementation of effective partnership working. Working directly with staff, partners (including NHS, District & Borough Councils, third sector organisations and other Council departments) and operational teams in the delivery of externally commissioned social care services.

14. Providing professional support to operational teams.

15. Supporting the development and evolvement of appropriate information systems and procedures, relevant to the delivery of externally commissioned social care services, and utilising this for reviewing, evaluating and reporting on service achievements.

16. Working with Procurement and commissioning colleagues to deliver tenders in line with agreed timetables.

17. Contributing to the identification and delivery of savings and efficiencies.

18. Undertake any other duties which may reasonable be regarded as within the nature of the dimension and responsibilities/grade of the post defined.

19. Deputise for Team Managers if required

Please attach a structure chart