

| Title Contracts Officer | Department Children, Families and Young People | Post Ref. |
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| Job Purpose To develop, manage and monitor contracts in the Commissioning & Contracts Team to ensure that appropriate education and care services and provision are available for children and young people with complex Special Educational Needs, Social, Emotional & Mental Health needs and Disabilities aged 0-25 | | |
| Key Responsibilities 1. Responsible for the negotiation, management and monitoring of contracts to ensure that contractors and partners deliver the required services within target cost, provide high quality services and provide best value for money. All in accordance with Contract Law and Financial Regulations. 2. To work closely with colleagues in Legal Services and Corporate Procurement to draft and issue new contracts, contract variations, extensions and closure documents and undertake contract negotiations regarding contract term, fees and redesignation. 3. To develop contracts that achieve good outcomes for children and young people with Special Educational Needs, Social, Emotional & Mental Health and disabilities, and their families. 4. To develop contracts that provide best value for money, such as individual and block contracts, frameworks, memorandums of understanding and service level agreements 5. To participate fully in the appropriate tendering and evaluation procedures. 6. To plan and deliver an annual programme of reviews of all contracts, attend contract reviews and create reports with recommendations. 7. To have an understanding of Direct Payments from national policy, parents/carers, young people's experience and staff feedback 8. The coordination, communication and monitoring of national, local and corporate strategies and policies as identified by the Commissioning & Contracts Manager | Key Accountabilities 1. To develop, manage and performance manage contracts to meet identified needs, taking appropriate action to address identified issues and to inform the Commissioning & Performance Manager of any concerns. 2. To monitor identified budgets in compliance with the relevant legislation and Financial Regulations and, where appropriate, notify the Commissioning & Performance Manager of any issues 3. Ensure resources are used effectively and distributed equitably 4. Maintain an effective and current working knowledge of policies, procedures and practices, and ensure that other team members are informed as appropriate 5. To access opportunities for relevant training and development 6. To motivate, train and develop staff to maintain an effective workforce capable of delivering a quality service which meets required deadlines | |

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| <p>9. To manage the collation, analysis and quality assurance of data to inform continued development of the service, contribute intelligence to policy makers and facilitate the completion of statutory returns.</p> <p>10. To monitor contract performance using performance data, information gathered during contract monitoring visits and contract review meetings, information from complaints and compliments and the views, experiences and outcomes of service users and carers.</p> <p>11. To undertake project work, as directed by the Commissioning & Performance Manager</p> <p>12. To coordinate, on behalf of the Commissioning & Performance Manager, responses to Freedom of Information (FOI) and Data Protection Act (DPA) requests and complaints, working in collaboration with the Corporate Complaints Team, as required. All within statutory and corporate timelines.</p> <p>13. To monitor, support and where necessary improve the performance of line-managed staff, including undertaking support and supervision and the EPDR process</p> <p>14. To alert the Commissioning & Performance Manager of any serious contract performance issues</p> <p>15. To work with the Market Development Manager to identify any gaps in the provider market</p> <p>16. Ensure safeguarding principles and the use of associated information are applied to contracts for commissioned placements in accordance with NCC safeguarding policies and procedures</p> <p>17. Ensure the confidentiality of information in respect of records maintained and tasks undertaken in accordance with County Council policy and relevant legislation</p> | |
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The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Minimum of level 3 qualification in a relevant field or equivalent recent and relevant experience
2. Knowledge of the legal processes, relevant legislation and best practice surrounding the commissioning and procurement of goods and services.
3. Detailed knowledge and understanding of legislation and issues relating to children with Special Educational Needs and Disabilities and their families
4. Knowledge of the principles and practice of: customer service, safeguarding issues, equality issues, budget management, commissioning and procurement, data management

Experience

9. Minimum of one year's recent experience within the area of SEN and Disability from either an education, social care or health background
10. Recent experience of developing and managing contracts relating to service provision
11. Experience of interpreting and implementing relevant legislation, policies and procedures
12. Experience of working in a multi-agency environment and partnership working with a range of stakeholders
13. Experience of budget management, financial regulations and data analysis.
14. Good written and verbal skills and the ability to present complex information in an appropriate format to a variety of audiences.
15. The ability to clearly define tasks and motivate colleagues in order to meet agreed deadlines.
16. Strong ICT skills and the ability to source, manipulate and analyse complex data

Personal skills and general competencies

5. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff.
6. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
7. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising resources available.
8. Ability to meet agreed objectives and delivery targets by the effective use of resources

Role Dimensions

17. Financial liability and responsibility for contract agreements for budgets totalling £15-20 million

18. Responsibility for up to 2.5fte Commissioning Offices as direct reports.

Please attach a structure chart

Date (Revised Template) 13/04/18