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| **Department** | **Department of PLACE** |
| **Job Title** | Contract and Quality Monitoring Officer |
| **Grade** | E |
| **Primary Purpose of Job** | To assist the Operations and Performance Manager to ensure that Parking Services fulfils its primary purpose under Civil Parking Enforcement and car park management; ensuring the delivery of quality contract management and efficient manner. |
| **Reporting To** | Operations and Performance Manager. |
| **Staffing**  **Responsibilities** | * None |

**Main Duties**

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| **1** | To maintain databases, spreadsheets, reporting systems, performance and monitoring data, records, and files that enables the various contracts to be actively monitored. | |
| **2** | Ensure that key performance management information such as customer satisfaction, financial performance, planned preventative maintenance, lifecycle maintenance, are collected, analysed and reported regularly. | |
| **3** | Carryout a continuous programme of inspections to ensure contractual standards are being achieved and that a quality service is being delivered. | |
| **4** | Ensure that all contacts within Parking Services are reviewed regularly and in line with the timescales and performance requirements included within the contracts. | |
| **5** | Co-ordinate, interpret and present performance data and statistical information as required. Prepare and issue monitoring reports, identifying any issues that need to be addressed by service providers together with the action required and timescale. Ensure that corrective action is undertaken within the agreed timeframe. | |
| **6** | Manage the day to day running of the Parking Services notice processing IT system (currently Spur – SiDem) | |
| **7** | Examine records kept by the contractor, including those relating to finance, training, complaints, stock control, health and safety etc. Report any adverse findings to the appropriate | |
| **8** | Promote new ideas and actively develop service improvements. To provide key management information to help shape and influence annual operational business planning and achieve continuous improvement in service delivery, customer satisfaction and value for money. | |
| **9** | To undertake periodic audits to ensure that the service providers are complying with their Best Value commitments. | |
| **10** | Attend any contract monitoring meetings, as required, to support the performance management framework arrangements and ensure that the contract manager is presented with supporting documentation. | |
| **11** | Identify serious and urgent risks, potential breaches and recurring complaints within the contracted services and escalate these to the appropriate manager. | |
| **12.** | Complete financial and statistical auditing for the various contracts within Parking Services, collating information for any income generated through the various 3rd party contractors within Parking Services. | |
| **Date Job Description prepared/updated:** | |  |
| **Job Description prepared by: S Gilligan** | |  |



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| **Department** | | **DEPARTMENT OF PLACE** | |
| **Job Title** | | **CONTRACT AND QUALITY MONITORING OFFICER** | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | |
| 1. | Demonstrate an understanding of contract monitoring/quality management/outcome-based contracts | | Application/Interview |
| 2. | Ability to understand contract management work within the context of the council and partner strategies | | Application/interview |
| 3. | Ability to effectively assist the council and their contractors to manage change/variation of contracts and service design | | Application/Interview |
| 4. | Demonstrate an understanding of the potential impact on stakeholders of contracting decisions. | | Application/Interview |
| 5. | Ability to deliver specific projects, organise own workload and prioritise tasks to meet deadlines | | Application/Interview |
| 6. | Ability to communicate effectively in writing and orally with a variety of different audiences and sometimes complex information. | | Application/Interview |
| 7. | Ability to negotiate, influence and resolve contracts whilst maintaining positive working relationships | | Application/Interview |
| 8. | Evidence of a good level of literacy including the ability to understand complex documentation | | Application/Interview/Test |
| 9. | Evidence of a good level of numeracy including ability to make accurate calculations and good attention to detail. | | Application/Interview/Test |
| 10. | Ability to interrogate systems and generate management reports. | | Application/Interview/Test |
| 11. | Ability to work as a member of teams and project groups | | Application/Interview |
| 12. | Excellent IT skills including word processing, spreadsheets, databases, email, internet browsers and business specific ICT systems | | Application/Interview/Test |
| 13. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | Interview |
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| **2. Experience/Qualifications/Training etc** | | |
| 1. | An understanding of contract and relationship management | Application/Interview |
| 2. | Must be willing to undertake appropriate training and development to meet the requirements of the post | Application/Interview |
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| **3. Work Related Circumstances** | | |
| 1. | Bolton Council is a smoke free employer | Interview |
| 2. | The post holder must be willing to work outside normal working hours or days if required, in order to fully monitor contracts | Interview |
| 3. | The post holder will be required to undertake site visits and inspections | Interview |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Interpretation of legislation of Traffic Management Act 2004 – specifically Civil Parking Enforcement | | Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Proven record of successfully dealing with contractors, monitoring contracts and managing contracts within the parking industry. | | Interview |
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| **Date Person Specification prepared/updated:** |
| **Person Specification prepared by: S Gilligan** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.