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| **Department** | **people** |
| **Job Title** | **Contract and QUality MONITORING officer** |
| **Grade** | **Grade G** |
| **Primary Purpose of Job** | To assist the Director to do everything possible to ensure the Department fulfils its primary purpose both effectively and efficiently; ensuring the delivery of quality contract management and procurement to ensure better health and well-being for service users. |
| **Reporting To** | Placements North West Manager |
| **Staffing**  **Responsibilities** | n/a |

**Main Duties**

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| **1** | To closely monitor contracts by liaising with care management, children and young people services and the key health services to ensure service users receive the best quality of care. | |
| **2** | To continue to maintain effective working relationships with service providers and manage risks and ensure continuous service improvement. | |
| **3** | To undertake quality assurance assessments including desktop analysis of service data, service visit programme, getting views of key stakeholders and producing validation reports. | |
| **4** | To work proactively to identify and resolve contract and service issues with providers. | |
| **5** | To ensure that service user, carers, local people and provider engagement activity informs the routine monitoring of contracts. | |
| **6** | To input accurate data into the relevant contract and care management information databases and provide reports as required by the departmental management. | |
| **7** | To contribute to the development of commissioning strategies, plans, market position statements by providing evidence such as contract data/information and any relevant analysis. | |
| **8** | To follow departmental and corporate policies, protocols and practices to ensure that providers are delivering in line with contract/service level agreement/funding agreement requirements, methodologies practice around quality and outcome monitoring. | |
| **9** | To advise other Commissioning Team colleagues on specific contract development requirements and compliance issues/options where the on-going contract risks require corrective action. | |
| **10** | To support procurement activity by assisting with the preparation of the tender, quotes or grant making documentation. | |
| **11** | To contribute to all commissioning related impact assessments highlighting key risks and ensuring contracts are risk managed. | |
| **12** | To undertake any other reasonable duty as directed by the Head of Service. | |
| **Date Job Description prepared/updated:** | | **04/05/20** |
| **By:** | | **Amy Lythgoe (transfer to new template only)** |



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| **Department** | | **PEOPLE** | |
| **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 a detailed understanding of contracting, procurement including legislation and European guidance. | | Interview |
| 2. | Demonstrate an understanding of contract monitoring/quality management/outcome based contracts for health and social care type services. | | Application |
| 3. | Ability to understand contract management work within the context of the council and partner strategies. | | Application |
| 4. | Ability to effectively assist commissioners with change management on contracts and service redesign. | | Application/interview |
| 5. | Demonstrate an understanding of the potential impact on stakeholders of procurement and contracting decisions. | | Interview |
| 6. | Ability to deliver specific projects, organise own workload and prioritise tasks in order to meet deadlines. | | Application |
| 7. | Ability to negotiate, influence and resolve conflicts whilst maintaining positive relationships. | | Application/interview |
| 8. | Ability to communicate effectively in writing and orally with a variety of different audiences and complexities of information. | | Application |
| 9. | Evidence of a good level of literacy including the ability to understand complex documentation. | | Application |
| 10. | Evidence a good level of numeracy including the ability to make accurate calculations. | | Application |
| 11. | Ability to work as a member of teams and project groups. | | Application |
| 12. | Excellent IT skills including word processing, spreadsheets, databases, email, internet browsers and business specific ICT systems. | | Application |
| 10. | **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. | A detailed understanding of contract and relationship management and procurement frameworks. | Interview |
| 2. | Be able to demonstrate experience of contract and relationship management and delivery of procurement (including tendering) /outcomes framework monitoring within health, children’s and young people social care or housing. | Interview |
| 3. | A relevant contract and procurement qualification or a commitment to gaining a relevant qualification within 3 years. | Application |
| 4. | Understanding of partner agencies’ functions and responsibilities in relation to contracts. | Application/Interview |
| **3. Work Related Circumstances** | | |
| 1. | Bolton Council is a Smoke-free Employer. | Interview |
| 2. | The nature and demands of the postholder’s time are not always predictable and there will be an expectation that work will be required outside normal hours from time to time. | 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. | Evidence of delivering service user outcomes through contract management and procurement | | Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Relevant Professional Qualification | | Application |
|  | Experience of managing substantive contract and relationship change successfully | | Application/interview |

**Date Person Specification prepared/updated: 04/05/20**

**By: Amy Lythgoe (transfer to new template only)**

**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.