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| **Job Title:** | Contract Monitor  | **Date:** | 01/02/2022 |
| **Reporting Line:** | Laura Hemingway | **Salary:** | £28,226.00 - £31,895.00 (Grade 6) |
| **Team:** | Contract Management Team | **Business Area:** | Waste and Resource |
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| JOB PURPOSE |
| To monitor contractual arrangements to ensure the Contractors are meeting the service provisions and required performance. This will include reporting site issues on the contract monitoring systems and auditing site paperwork and weighbridge data.  |

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| **KEY RELATIONSHIPS** |
| * Elected Members;
* Officers and staff of the Authority;
* Representatives of local authorities (Districts);
* Waste management service providers;
* External bodies and agencies;
* Voluntary agencies;
* Members of the public.
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| **KEY RESPONSIBILITIES**  |
| * To support and assist the Contracts Manager in fulfilling the following key tasks:-
* Monitoring of all of the Authority facilities to ensure they are able to accept and process the materials delivered from the local authorities and residents of Greater Manchester
* Monitoring the performance of services and outputs of the contractual arrangements, including contractual and national recycling and landfill diversion targets
* To assist in developing and maintaining systems to track performance and check data provided by contractors and third parties in order to ensure a fully auditable data trail
* To use the Contract Monitoring Systems for reporting of operating and performance issues to aid the continuous improvement in waste management and associated service provision.
* To assist the Authority in developing effective partnership working arrangements with all of its external stakeholders.
* To undertake audits of third party facilities used for the purpose of disposal and recycling in order to verify contractor audit trails.
* To contribute to the information base required for the operation of a performance management system. To facilitate continuous improvement in waste management and associated service provision.
* To contribute to the preparation and implementation of the Authority’s Corporate Plan, and related action plans.
* To liaise with the Authority’s Contractors to ensure that the contract facilities and services meet the contracted obligations; needs of service users; and contribute towards achieving targets.
* To monitor the Contractors’ ability to meet the regulatory compliance requirements to provide safe and appropriate disposal routes for specified household wastes.
* To undertake such other duties commensurate with the role as requested from time to time.
* Accountable for ensuring the Health and Safety responsibilities against the role are met.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience** * You will hold qualifications in waste management; environmental fields; or other related provisions, (or appropriate and relevant work experience in these fields).
* You will have experience of working in an operational, public sector / political environment.
* You will have your own transport and be required to travel across Greater Manchester, conducting onsite inspections at each of the contract facilities and reporting on their performance.

**Skills & Behaviours** * Methodical with attention to detail and accuracy
* Excellent communication, both written (proficient in writing reports) and verbal
* Excellent administrative and organisational skills; with the ability to plan and prioritise your work load;
* Sufficient computer skills including the use of spreadsheets and databases and be proficient in developing appropriate management reports
* Flexible, innovative and persuasive approach
* Ability to work under pressure and to tight deadlines
* Ability to liaise effectively with staff at all levels and with contacts outside the Authority
* Ability to manage and prioritise workloads, projects and resources
* Ability to work on own initiative
* Confidence to challenge existing practices
* Responds to opportunities in a manner that is enthusiastic and demonstrates interest
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**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background