

# Job Description



<b>Job Title:</b> Contracts Officer	<b>Service Area:</b> Supporting People & Contracts	
<b>Directorate:</b> Adult Service Transformation – Joint Commissioning and Contracts	<b>Post Number:</b> 57547, 57548, 57549, 57554, 57555, 57556	<b>Evaluation Number:</b> 1114
<b>Grade:</b> PO3	<b>Date last updated:</b> June 2011	

## **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## **SERVICE TRANSFORMATION**

Joined up horizontal working, integrated multidisciplinary delivery and matrix management. These are just a few of our initiatives which centre our services on Adults, families and carers. The Strategic Lead for New Ways of Working is required to be instrumental in championing service transformation, breaking down traditional silos and improving outcomes for Adults, families and carers through more holistic and productive ways of working.

## **Overall Purpose of Job**

To procure new services in accordance with EU rules and Newham's Procurement Code of Practice, working in partnership with The Strategic Procurement Unit.

To undertake contract management and monitoring efficiently and effectively and in accordance with the assessed risk to ensure that users of the service receive the full value of the support being purchased the delivery of best practice and value for money.

To support the Senior Contracts Officer in developing and managing markets to meet the diverse needs of Service Users in Newham.

To establish, manage and maintain care purchasing procedures and systems in accordance with Departmental policies and procedures and in accordance with Newham's Procurement Code of Practice.

### **Job Context**

1. The post holder reports to a Contracts Manager
2. The post holder has specific risk management responsibilities in respect of ensuring effective contract management and monitoring
3. The post holder has no line management responsibility
4. The post holder has no budget responsibility
5. The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.

### **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Support Senior Contract Officers to promote the development of Cross Borough, Local Borough and Market Development Strategies in accordance with Newham's commissioning priorities.
2. Procure in partnership with the Strategic Procurement Unit, new services in accordance with EU rules, Newham's Procurement Code of Practice and Newham's performance management systems (Nectar).
3. Provide advice on appropriate procurement approaches in conjunction with the Strategic Procurement Unit to contract renewal / variation/ purchase of new services (open tender/negotiated tender etc)
4. Develop expertise on contracting / procurement issues and keep abreast of new developments in National Standards and other legislation through attendance at appropriate training / conferences and ensure their local application
5. Undertake contract management and monitoring efficiently and effectively and in accordance with the assessed risk to ensure that users of the service receive the full value of the support being purchased, the delivery of best practice and value for money.

6. Undertake effective monitoring of the SDS framework and in turn ensuring effective delivery of all elements of direct payment and Individual budgets.
7. Deal with safeguarding and complaints issues through the monitoring process and provide appropriate support for provision and implementation of action plans.
8. Deal with reports of poor performance in liaison with operational managers and assist the Market Management Lead in the management of complex or sensitive disputes that arise in relation to service delivery by contracted providers, enforce contractual requirements (including administering default notices, removal from preferred provider list) where a provider's performance falls below required standards, seeking professional legal support as appropriate.
9. Support the Senior Contracts Officer in developing and managing markets to meet the diverse needs of Service Users in Newham, Support in developing an environment which encourages the entry of new providers, including social enterprises and other models developed through co-production.
10. Responsible for the maintenance of effective procurement and contract review systems, including those for Supporting People, Brokerage, Self-Directed Support and options for the Directorate that demonstrate compliance and the Council's Constitution and Council priorities, relevant legislation & regulations and value for money.
11. Responsible for ensuring the provision of data and support to Senior Contracts Officers across the Directorate on all procurement, cross-borough, local borough and market development related issues.
12. Responsible for ensuring the maintenance of an effective monitoring and compliance service and gathering of intelligence about the market gaps in provision.
13. Assist in developing relationships to promote and stimulate local market requirements using a holistic person-centred approach which produces efficiency savings through strategic provider sourcing and negotiated buying. In turn developing the market utilising a range of local and cross-borough resources (e.g. private, third and voluntary sector) in consultation with relevant Strategic Commissioners and other colleagues.
14. Operate and communicate best practice cross-borough, local borough and market development philosophies that are consistent with personalisation and delivers required outcomes to Service Managers, Service Users and budget holders.
16. Ensure that contracts, service level agreements and any other documentation reflect current legal requirements as well as the Council's policy and protocol issues. To this end, ensure that these documents are reviewed regularly and ensure details of contracts are kept up to date and put on Nectr.
17. Promote and support the contract culture among commissioning and front line teams by ensuring they are aware of local practices and procedures and develop and maintain good networking relationships with other Council departments, Providers, Health colleagues etc. Work in partnership with service providers to modify current service provision to meet changing needs.

18. To set up and participate in tender evaluation panels in partnership with the Strategic Procurement Unit.
19. Support or lead negotiations of new contractual agreements and variations to existing contracts as appropriate.
20. Maintain quality assurance mechanisms by working with NECTR in devising performance monitoring and compliance procedures and preparing documentation, including user questionnaires and monitoring checklists.
21. Participate in the development of policies and procedures within the section and other forums. Contribute to Services' Business Plans, Annual Reports, and service review reports.
22. Represent the Council at external providers and inter borough meetings and develop and maintain effective relationships with partners involved in contracting and commissioning services, including Health colleagues as appropriate.
23. To develop effective and proactive monitoring and compliance systems in line with agreed priorities; to investigate and take appropriate action on potential breaches of service agreements / contracts
24. To provide advice, guidance on best practice and practical assistance to support providers, service users and their representatives on matters relating to supported housing and residential development, contracting and funding arrangements
25. To liaise with the supported housing and residential providers, identify and ensure agreed outcomes are achieved, implement improvement plans and to ensure that supported accommodation and residential services meets the needs of vulnerable users
26. To contribute to gathering intelligence from experience and to inform and advise to supplement strategic commissioning intentions

# Personal Specification



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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b>	
1. Knowledge of the legislative framework for public sector contracts	Application Form / Interview
2. Knowledge of legislation, good practice and national initiatives	Application Form / Interview
3. Knowledge and understanding of contract setting, quality assurance and outcome measures	Application Form / Interview
4. Knowledge and understanding of Equal Opportunities Policies and practices and a personal and how these relate to public sector contracting	Application Form / Interview
5. An understanding of the challenges posed to the provision	Application Form / Interview

<p>of quality public services in a multi-cultural inner city Borough</p> <p>6. An understanding of Quality Assurance systems and how these contribute to improvements in service delivery and performance.</p>	<p>Application Form / Interview</p>
<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>▪ A degree-level qualification and/or equivalent attainment through relevant work experience.</li> </ul>	<p>Application Form / Certificate</p>
<p><b>EXPERIENCE:</b></p> <ol style="list-style-type: none"> <li>1. Experience in a public sector (ideally health, supporting people or social care) setting with experience of commissioning, procurement and / or contract monitoring.</li> <li>2. Experience and understanding of Project Management particularly in relation to procurement of new services.</li> <li>3. Experience of working with senior managers in both statutory and independent sectors and developing effective partnerships</li> <li>4. Experience of convening and chairing formal and informal meetings with external providers, voluntary sector groups and other agencies.</li> <li>5. Experience of using IT effectively to support decision making processes (spreadsheets, word processing, databases)</li> <li>6. Experience of data analysis and monitoring service provision</li> <li>7. Experience of presenting ideas and information concisely, clearly and accurately both verbally and in</li> </ol>	<p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p>

<p>writing.</p> <p>8. Good understanding and working knowledge of the transformation of Adult Social Care, Personalisation, Self Directed Support – Individual budgets and direct payments.</p> <p>9. evidence of implementing and evaluating high level improvement plans</p>	<p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>1. Ability and commitment to use the contracting process to secure high quality, value for money services for the people of Newham in partnership with service providers</p> <p>2. Ability to influence and negotiate effectively within a variety of contractual frameworks and to manage complex relationships</p> <p>3. Ability to write service specifications, service level agreements and contracts</p> <p>4. Well-developed written communication skills including the experience and ability to draft reports in a clear and concise style for a range of audiences</p> <p>5. Ability to manage conflicting demands and priorities effectively, whilst displaying resilience, stamina and reliability under pressure.</p> <p>6. Well-developed numerical skills including the ability to interpret and clearly and concisely present statistical data for a range of audiences</p> <p>7. Ability to keep abreast of developments in procurement policy and good practice</p>	<p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p>

<p>8. Objective setting, work prioritisation, time management skills and the confidence and ability to manage competing pressures and meeting deadlines</p> <p>9. Ability to plan ahead, negotiate change and manage conflict. Adapting quickly and flexibly to new demands and change.</p> <p>10. Confidence to exercise initiative and work with minimal direct supervision, managing time well to meet competing priorities.</p> <p>11. Organises work processes to deliver on time, on budget and to agreed quality standards.</p> <p>12. Ability to challenge existing practices and encourage initiatives for new and more efficient use of resources.</p> <p>13. Ability to assess and manage risk whilst monitoring performance and ensuring feedback to processes for future plans.</p> <p>14. Ability to identify possible partnerships, look for opportunities to collaborate and consider all stakeholders whilst understanding how own values influence interpretation.</p>	<p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>1. A personal and professional demeanour that attracts the confidence of elected Members, senior managers, peers, external partners and other stakeholders</p> <p>2. Willingness to occasionally work late to ensure that deadlines are achieved and work is completed</p>	<p>Interview</p> <p>Interview</p>



<p>on schedule</p> <p>3. An ability and willingness to work flexibly and undertake a range of duties that are within the scope of the post and the competencies of the post-holder.</p> <p>4. Demonstrates a constructive approach to problem-solving, homing in on key issues and principles whilst incorporating and external perspective.</p>	<p>Interview</p> <p>Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>This post is subject to a enhanced DBS check.</p>	<p>Satisfactory clearance at conditional offer stage</p>