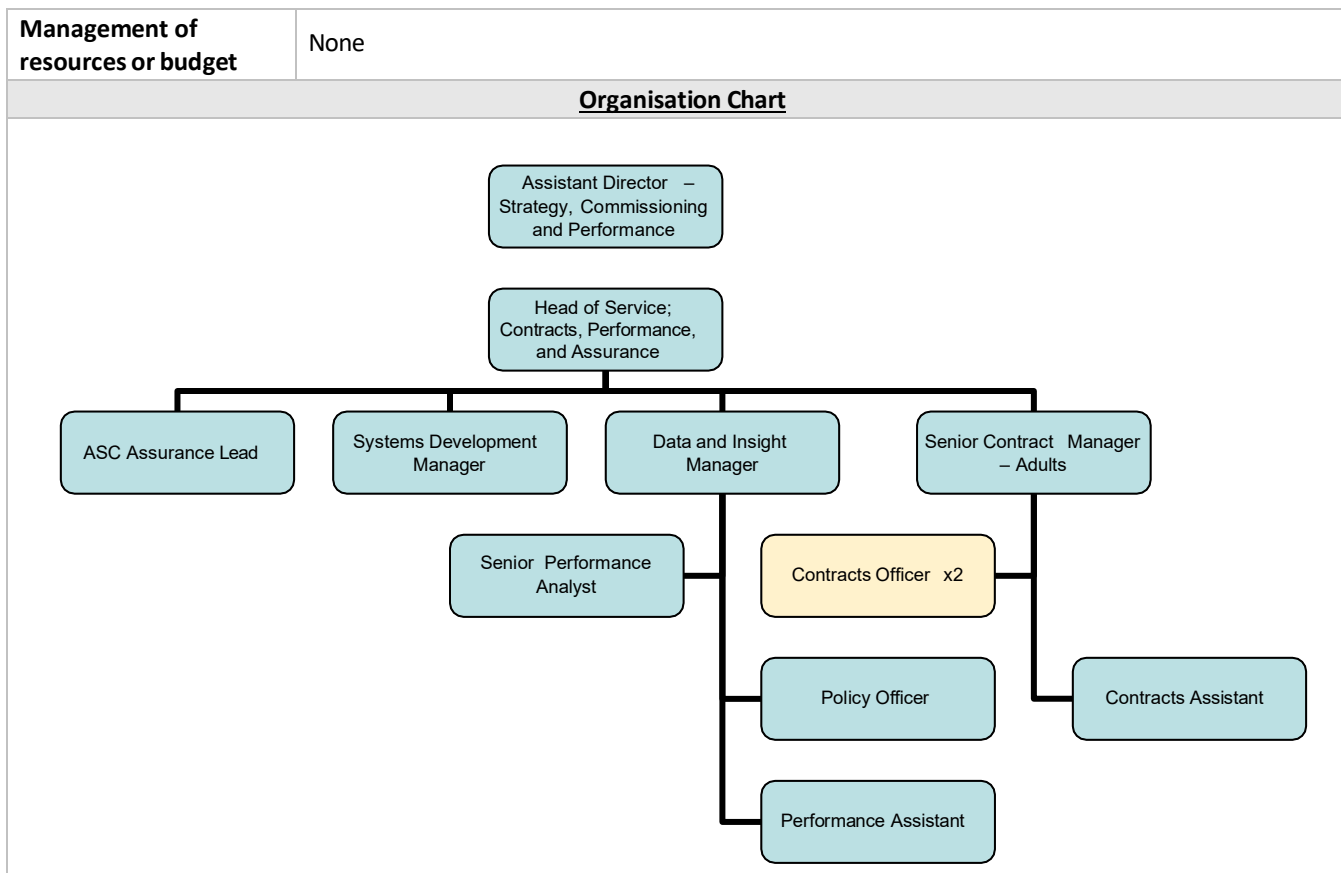
 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Contracts Officer		
Service	Adult Social Care and Health	Team	Strategy, Commissioning and Performance
Location	Shute End/Hybrid Working		
Reports to	Senior Contract Manager Adults		
Responsible for	Not applicable		
Grade	Type of position:		Date
6	Permanent, Full Time		November 2022
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<u>Service Purpose</u>			
<p>The Adult Social Care Strategy, Commissioning and Performance Service supports the delivery of efficient and effective services that enable the department to deliver against our Adult Social Care strategy and wider corporate delivery plan. Helping to move Adult Social Care forward ensuring that we have the right mix, capacity and quality of services and support arrangements to enable people to be as independent as we know they wish to be.</p>			
<u>Purpose of the role</u>			
<p>To support the Senior Contract Manager to deliver the principles outlined in our Contract Management Framework, undertaking the core activities required to maintain effective and efficient contract management processes, providing a responsive and efficient support function to internal and external customers.</p>			
<u>Main Accountabilities</u>			
1	To undertake the core administrative activities for contract management including overseeing provider due diligence checks, managing communication with providers when notifying of changes to contracts, managing requests and coordinating arrangements required in relation to new contracts and changes to existing contracts.		
2	To support the Senior Contract Manager- Adults in the delivery of the Contract Management Framework for Adult Social Care.		
3	Track expiring contracts and coordinate the actions required, liaising with the assigned contract lead, Procurement, Legal, Finance, and Commissioners.		

4	To oversee the contract administrative duties undertaken by the Contract Assistant and act as mentor for this role.
5	Act as Contract Lead for contracts under the responsibility of Strategy, Commissioning and Performance with an annual value of c.£20,000 or less, undertaking day-to-day contract management and supplier relationship management activities throughout the contract lifecycle.
6	Support senior colleagues to undertake the annual uplift process, managing the communications with providers and liaising with internal colleagues across multiple teams as required.
7	Support the application of knowledge to support key projects and contribute to the development of corporate policy, strategy and plans including responding to legislative and guidance changes.
8	Work with senior colleagues in Strategy, Commissioning and Performance to provide advice and input to the commissioning cycle and contract management processes.
9	To manage customer issues effectively, providing excellent customer care and delivering improved outcomes for customers, including internal colleagues and external which will mainly be commissioned providers.
10	Work within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of the service.
11	Continuously uphold and enact behaviours that are expected of our employees with regards to our equalities duties and, as a leader within the organisation, ensure all those within your area of managerial responsibility are aware of their duties and the expectations of Wokingham Borough Council and held accountable in the same way.
12	Undertake such other duties as may be reasonably required from time to time as are consistent with the responsibility and scale of the post.
13	Adhere to the council's policies and procedures and promote a commitment to customer care, inclusion and equal opportunities, treating all colleagues and customers with dignity and respect.
14	To support a culture of strategic thinking and transformational commissioning that delivers best value and improved outcomes for local residents. To model the Council's values, holding yourself and others accountable, and translate organisational objectives into actionable items that inspire others to behave and operate at their best.
Supervision Received	
4 weekly by Senior Contract Manager	
Supervision Given	
Not applicable	
Contacts & Working Relationships	
Supporting managers and colleagues at all levels across the Council, especially ASC operational teams, finance, legal and commissioners, receiving and processing requests for contracts, under the guidance of the Senior Contract Manager.	
Act as mentor for the Contract Assistant.	
External partners, mainly receiving and processing requests from providers of commissioned services and notifying of key information relating to their contract.	



Person Specification	
Qualifications	
Essential	Desirable
Good standard of education, including excellent literacy and numeracy skills – GCSE Maths and English.	
Relevant qualification, or equivalent experience in customer services, contract management, or procurement.	
Technical Skills	
Essential	Desirable
Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel.	Experience of using relevant technology and software used within similar service areas.
Knowledge, Skills and Abilities	
Essential	Desirable
Presentation skills, able to engage an audience.	
Ability to extract and assess important information.	
Ability to make constructive enquiry.	
Able to interrogate & analyse data and information.	
Working knowledge of the legislative frameworks surrounding Adult Social Care.	
Good written and verbal communication skills and able to vary style to meet the needs of the audience.	

Experience	
Essential	Desirable
Experience of writing effective briefings and strategic documents.	Experience of supporting, mentoring, and developing others.
Experience of working within the specialist area (Adult Services or a related service area).	
Experience of administering processes to tight timescale and with high levels of accuracy.	
Experience of assisting in delivering change particularly in relation to process improvement.	
Experience of administering processes to tight timescale and with high levels of accuracy.	
Experience within a customer-focused service providing excellent customer service.	

Completed by:	Wesley Hedger	
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