

JOB PROFILE

Contracts Support Officer

Overview

Post No.	COTD111
Grade	3
Directorate	Contracts & Services
Service Area	Waste, Landscapes and Leisure
Team	Contracts and Projects
Reporting to	Contracts and Projects Support Team Leader

The Job

To provide an efficient and effective general administrative service to the Commercial Services and Contracts Division.

To provide an efficient and effective general administrative service to the Contracts team using bespoke digital technology and the O365 suite.

To provide administrative support and assistance for key contract functions to enable the delivery, development and improvement of key Council contracts and frontline services.

To collaborate and communicate effectively with a wide range of stakeholders including customers, suppliers, community groups and other relevant professionals, to support the delivery of frontline services.

To develop rapport with suppliers and customers, managing difficult conversations to conclusion.

Generic Accountabilities of the Role

1. To be responsible for providing and maintaining administrative and technical support for the Commercial Services and Contracts Division. Services managed by the Division include:
 - a. Rubbish and recycling collection services
 - b. Garden waste collection services
 - c. Street cleansing services
 - d. Provision of parks, open spaces and a significant countryside estate
 - e. Leisure Centres
 - f. Tree management
 - g. Off-street parking
2. Effecting changes, introducing and using new systems and procedures to improve the delivery of the Council's services.
3. To be responsible for the ordering of stationery and other office equipment for the Business Unit and monitor stock levels.
4. To support requests for assistance with voluntary litter picks or other activities by community groups, including organising the loan of equipment and removal of waste collected.

5. To provide support across the division regarding all financial systems including processing procurement orders and invoices, maintaining financial records and customer information.
6. To provide back-office support for the Customer Contact Centre during operational hours in order to respond to general enquiries and routine correspondence.
7. To ensure all advice and information given to the Council's customers is correct and in accordance with Policies and Procedures adopted by the Council.
8. To liaise with contractors on routine areas of the contracts as required.
9. To assist with processing enquiries received by the team ensuring they are dealt with within agreed time scales and standards.
10. To manage all related correspondence providing acknowledgement and formal response letters as required.
11. To administer the Council's abandoned car function in line with the Council's policies, performance targets and relevant legislation.
12. To efficiently organise the Division's electronic and paper files in accordance with data protection guidelines.
13. To administer all performance management systems and provide statistical and financial information for reports as required.
14. Deal with telephone enquiries regarding the service and updating cases on the Council's Customer Relationship Management system.
15. To promote within the team an enthusiastic and customer focused approach to the delivery of services.
16. To maintain good working relationships with contractors and colleagues within the Division.
17. To have regard to the Council's Corporate Plan and Service Plan objectives when undertaking duties.
18. To arrange, attend and participate at meetings supporting the work of the Division taking minutes and circulating appropriately and promptly.

Other Duties

19. Any other administrative duties as required by the Business Unit's Manager's as required.

Professional and Personal Attributes

Qualifications Educational and Professional

Essential:

- Good level of general education

	<ul style="list-style-type: none"> English and Mathematics to GCSE standard Grade 'C' or above (or equivalent qualifications) <p>Desirable:</p> <ul style="list-style-type: none"> A' level or equivalent level of academic competence and / or Secretarial qualification Word processing / IT / administrative qualification
Knowledge	<p>Essential:</p> <ul style="list-style-type: none"> Significant office experience, undertaking an administrative/customer service role Experience of handling sensitive and confidential information Experience of using computerised systems. <p>Desirable:</p> <ul style="list-style-type: none"> Experience of local government Experience of dealing with and liaising with external bodies, and agencies at local, regional and national level
Experience	<p>Essential:</p> <ul style="list-style-type: none"> Significant office experience, undertaking an administrative/customer service role Experience of handling sensitive and confidential information Experience of using computerised systems. <p>Desirable:</p> <ul style="list-style-type: none"> Experience of local government Experience of dealing with and liaising with external bodies, and agencies at local, regional and national level
General Attributes	<p>Essential:</p> <ul style="list-style-type: none"> Excellent oral and written communication skills Good standard of numeracy skills Proven administrative and organisational skills Excellent IT and keyboard skills Able to organise own time effectively and work well under pressure and within tight deadlines Methodical approach with good accuracy and attention to detail <p>Desirable:</p> <ul style="list-style-type: none"> Minute taking Experienced in the administration of front-line public services

	<ul style="list-style-type: none"> • Experience in customer services
Personal Behaviours	<ul style="list-style-type: none"> • Exceptional level of personal integrity and discretion and ability to maintain confidentiality • Able to work independently and as a team-player • Self-motivated, flexible, adaptable and positive approach to work. • Ability to listen and respond to customers concerns with empathy and clarity

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not meant to be a detailed list of all duties and responsibilities which may be required. It will be supplemented and further defined by objectives set at appropriate times, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

The grade for this post is determined by Job Evaluation.