



Job Description

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.

Post Details	
Job Title	Procurement and Contracts Support Officer
Job Reference	TBC
Service	Resources and Assets, Finance
Team	Procurement and Contracts
Location	Shute End
Reports to	Commercial Contracts specialist
Responsible for	N/A
Grade	5
Contract Type	Permanent
Hours	Full Time

Main Accountabilities	
1.	Assist the efficient, effective, and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
2.	Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction.
3.	Assist with knowledge sharing across case work teams.
4.	Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
5.	Manage customer issues effectively and understand when to consult with others, including specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation.
6.	Personally own the resolution of some complex cases.





7.	Assist with the design and development of tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge.
8.	To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate
9.	To provide support for the escalation of service issues

Person Specification Desirable	Essential	Desirable
Education/Qualifications	Practical work experience in a similar environment.	NVQ, BTEC or other relevant qualification in Customer Services
	Good standard of education, including excellent literacy and numeracy skills.	
Experience	Experience within a customer-focused service providing excellent customer service	Basic working knowledge of the legislative frameworks surrounding the areas of specialism
	Experience of administering processes to tight timescale and with high levels of accuracy	Experience of supporting and developing others
	Experience of assisting in delivering change particularly in relation to process improvement	Good working knowledge of the policies and processes across some of the specialist areas
Skills/Knowledge	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.
	Good written and verbal communication skills	
	Ability to actively listen in order to extract and assess the important information	
Behaviours/Attributes	N	





Purpose Details	
Service Purpose	Provides procurement and contract management advice, guidance and support to procuring and contracting services of the Council.
Role Purpose	<p>To work effectively with Support Officers and Procurement Specialists co-ordinating and galvanising case owner activity to meet their operational needs.</p> <p>To support the operational and functional management of the Finance Support function ensuring the provision of a responsive service to internal and external customers.</p>

Supervision and Relationships	
Supervision Received	Reports into the Commercial Contracts Specialist. Receives general guidance and support, as required.
Supervision Given	N/A
Contacts	Liaison and communication with all departments across the organisation, Senior Management, contractors, schools and other relevant external stakeholders.

Resources/Budget Management
Not applicable

Special Requirements
Not applicable

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N



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Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Disabled Adults	N
Work Environment Details	Home and Office based

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N





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Disclosure and Barring Service (DBS)		Details
DBS Requirement	N/A	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)	

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	28/08/2025
Evaluated by:	Clare Priest, Head of Procurement and Contracts

