

## Job Description

<b>Job Title</b>	WIS Contract Support Officer
<b>Grade</b>	Band G
<b>Reporting To</b>	Market Transformation and Contract Lead
<b>JD Ref</b>	C&C0026G

### Purpose

Provide technical support to the Contract Lead for the day to day contractual and operational management of the Wirral Independence Service: Integrated Community Equipment Service; Telecare Mobile Response; Falls Pick up Service and Falls Prevention Service.

### Main Duties And Responsibilities

#### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- Provide the first point of contact and manage the day to day operational, financial and contractual users of the Wirral Independence Service with responsibility for the escalation of performance issues to the Contract Lead.
- Provide regular monitoring and analysis of Wirral Independence Service Provider Contractual Key Performance Data and adherence to contractual standards to ensure service quality is met and value for money is being maximised across all service areas.
- Produce and present performance management / system reports for the Wirral Independence Service ensuring they meet contractual and statutory reporting requirements and enable departmental managers.
- Maintain robust financial systems and ensure they are regularly reviewed to enable analysis, tracking and monitoring of transactional data.
- Develop and maintain electronic methods of data collection and ensure they are underpinned with guidance and operating procedures.
- Complete service and financial reconciliations through varied complex data source methods
- Validate Wirral Independence Service invoice payments against allocated budgets.
- Work autonomously and collaboratively with integrated clinical and operational prescriber teams and present the key performance results to operational teams.
- Undertake regular Quality Assurance Monitoring inspections of service providers to review contract compliance and performance.
- Where services are not meeting minimum quality standards develop and agree contractual remedial action plans and monitor their implementation.
- Support with the identification of future service development opportunities, market trends, new product development and changes to legislation through

research and investigation, which may have an impact on future service delivery.

- Contribute to the Development, implementation and review of supporting of the Wirral Independence Service efficiency strategies, such as appropriate prescribing, equipment provision audits, community equipment recycle campaigns, amnesty and special equipment sharing initiatives.
- Promote continuous improvement across Wirral Independence Service delivery.
- Organise and facilitate key WIS events including User Forums, Provider Forums, and Clinical Operational Groups to ensure that key objectives are achieved and that the outcome of discussions and decisions made at these groups are appropriately recorded, implemented and reported.
- Organise and facilitate equipment reviews and supplier demonstrations, capture patient experience, review product lifecycles and explore innovations and alternative products with a view to obtaining best value.
- Be responsible for the operational management of updates to the Community Equipment Catalogue and prescriber requisition system including guidance and communications.
- Coordinate and administrate the Wirral Independence Service special equipment authorisation panel meetings.
- Respond to requests for information from departmental, corporate and external bodies, providing advice on setting up methods and procedures to monitor their own performance and effectiveness.
- Monitor the occurrence of quality concerns, gather information on such incidents from stakeholders, assist with responses to complaints, quality concerns, Freedom of Information requests and liaise with Safeguarding Team where necessary identifying any patterns of practice.
- Develop and maintain high-quality training materials for all systems; including documentation, formal and informal training courses, and self-directed learning materials.
- Regularly refresh training materials to ensure that they remain current, accurate and keep pace with product developments and service priorities
- Resolve issues locally where possible, escalate product issues to software suppliers, and monitor their resolution. Identify causes and propose methods to mitigate issues.
- Ensure operational staff across all organisations day to day compliance with ordering and prescribing.

### **Communication, Engagement and Training:**

- Support Contract Lead to deliver Wirral Independence Service functions in a positive and proactive way.
- Liaise and work collaboratively with a range of partners, organisations, stakeholders and individuals who use the Wirral Independence Service.
- Organise and facilitate stakeholder, consultation and engagement events to support Wirral Independence Service activities.
- Work collaboratively with multi-disciplinary team colleagues who are authorised to prescribe equipment.



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- Liaise with Procurement and Legal Services
- Exercise discretion at all times regarding confidential information and to observe relevant codes of practice and legislation in relation to data protection and personal information.
- Work within organisational resources and constraints, using a best value approach.
- Develop maintain electronic systems and manual inspection processes to support the functions of contract and monitoring activity.
- Be responsible for data collection and performance reporting.

### **Data Analysis and Decision-Making:**

- Ensure that all aspects of the service delivery and products deliver best value and to create and maximise efficiencies.
- Comply with resource reporting requirements, and support distribution of financial information.
- Support with internal service validation of invoicing data.
- Support internal audit reviews and return action plans within agreed deadlines.
- Co-ordinate and administer a risk log for the service as directed by Contract Lead.
- Provide information for the Head of Service and Contract Lead to support informed decision making and other governance arrangements.
- Work collaboratively with internal and external partners to support the delivery of strategic contract activity led by Contract Lead, including legal and procurement.
- Use professional knowledge to make proposals on resources, objectives and targets for Service planning.
- Lead the production of new policies, procedures and protocols in relation to the system and identify ways to improve practice and performance.
- Keep up to date on changes to legislation which may have a direct impact on future service development and delivery.

### **Performance Management:**

- Deliver excellent customer service to all stakeholders of the Wirral Independence Service.
- Identify, anticipate and take corrective action or escalate issues to ensure smooth service delivery.
- Demonstrate excellent organisational skills, by working to deadlines and anticipating the support required by the service.
- Plan and organise the continuous improvement of the service by supporting Contract Lead.
- Plan and drive the implementation of new strategies to support best value and future service innovation.
- Work independently and as part of a team on allocated work, as directed by Contract Lead and Head of Service.
- Demonstrate initiative and proactive decision making to ensure service delivery at an operational level, escalating complex issues as required.
- Review progress towards team objectives on an on-going basis and improve systems where appropriate to enhance quality.
- Deputise for Contract Lead at meetings when appropriate



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## Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

## Other:

- Any other duties commensurate with the grade.

## Role Specific Knowledge, Experience And Skills

### Qualifications

- Educated to degree standard or equivalent or able to demonstrate equivalent relevant professional experience and continuous development.

### Knowledge & Skills

- Ability to set and meet challenging deadlines and manage priorities effectively through proactive project management.
- Ability to communicate effectively verbally and in writing at all levels.
- Ability to analyse complex information and communicate it effectively to others in a variety of formats including management information reports.
- Ability to evaluate success in terms of measurable quality and cost outcomes.
- Able to work and attend meetings in a variety of locations.
- Good interpersonal skills with the ability to build and maintain effective working relationships with a wide variety of people, both professionals and service users
- Ability to demonstrate a positive attitude in dealing with challenges and being solution focused.
- Able to demonstrate a proactive and problem solving approach.
- Excellent IT skills, including ability to use a variety of IT applications including full utilisation of standard Microsoft Office products.
- Excellent organisational and administrative skills.
- Commitment to equal opportunities and anti-discriminatory practice.
- *Desirable – Ability to articulate required changes in systems processes and delivery plans.*
- *Knowledge and experience of fully utilising Council systems.*

### Experience

- Experience of working within a contract management environment.
- Experience of working within a Community Equipment or general Health and Social Care environment or similar setting.
- Experience of effective partnership working with multi agency partnerships to improve service delivery.
- Experience of monitoring performance against national and local targets and developing outcome measurements.
- Experience of maintaining accurate and up to date records and logs.
- Experience of organising and effectively managing meetings and events involving Third parties.
- *Desirable - Customer contact, working as part of a team in a busy environment.*



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## Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

### Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

**Approved By: Stella Ajuwa- Interim Senior Manager-  
Commissioning, Contracts and Quality Team**

**Date Of Approval: 18 March 2026**



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