



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	Contracts Officer
Service	Adult Social Care
Team	ASC Contracts Team
Location	Shute End
Reports to	Senior Contracts Manager Adults
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	N/A
Grade	6
Contract Type	Full Time, Permanent

Main Accountabilities	
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.

Person Specification	Essential	Desirable
Education/Qualifications	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.	
Experience	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 within a customer-focused service providing excellent customer service.	
Skills/Knowledge	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	

Purpose Details

Service Purpose	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.
Role Purpose	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.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships

Supervision Received	4 Weekly by Senior Contract Manager
Supervision Given	N/A
Contacts	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

Resources/Budget Management





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Special Requirements

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Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
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	N
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/Vulnerable Adults	N (Working with care providers)
Work Environment Details	Shute End

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	Y

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

Evaluation Declaration	
Date of Evaluation:	
Evaluated by:	

