



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 Assistant
Service	Adult Social Care and Health
Team	Adult Social Care Contracts
Location	Wokingham Borough Council - Shute End
Reports to	Senior Contracts Manager
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	Not applicable
Grade	5
Contract Type	Permanent

Main Accountabilities	
1.	Serving as the main point of contact for the Strategy and Commissioning Service, on the phone, in person and via email, including managing the team mailbox.
2.	Manage responses to routine enquiries and requests for information.
3.	- Work closely with the Contracts Officers to support with contract administration duties, including pre-contract checks, maintaining records and filing systems. - Write and distribute email, correspondence, and forms to external customers. - Administrative support for meetings, including scheduling, preparing agendas and minute taking for meetings with internal and external customers and colleagues. - Preparation and formatting of documents to ensure compliance with corporate and service standards. - Assist with the understanding of customer need to enable a speedier, simpler, more responsive customer journey and ensuring high levels of customer satisfaction. - Assist with knowledge sharing across teams. - Supporting customer self-serve and spotting opportunities for the Council to initiate further self-serve. - Manage customer issues effectively and understand when to consult with others, including senior specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation.





	- Personally own the resolution of some complex requests and tasks. - 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. - General office duties and tasks, as required. - 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.
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Person Specification	Essential	Desirable
Education/Qualifications	Good standard of education, including excellent literacy and numeracy skills – GCSE Maths and English.	Relevant NVQ, BTEC or other qualification in Customer Services.
Experience	Administrative experience	Other relevant experience
Skills/Knowledge	Ability to actively listen in order to extract and assess the important information.	Good working knowledge of the policies and processes across some of the specialist areas.

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	Working with the Senior Contract Manager, Commissioning and Performance Team to drive and implement the fast-paced transformation of the Adult Social Care and Health services to deliver better outcomes for people, improved value for money, and a sustainable high quality Adult Social Care system for the people of the borough of Wokingham, in line with our strategic priorities set out in the Adult social Care Strategy. The Contracts Assistant will provide contracting and administrative support to maintain effective contract management processes, including acting as the main point of contact for the service, providing a responsive and efficient support function to internal and external customers. Working as part of the Contracts and Commissioning Support Team to assist in the smooth running of the wider service, maintaining efficient administrative processes and support in the identification and ongoing implementation of process improvements.
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	This post will report to the Senior Contract Manager
Supervision Given	Not applicable.
Contacts	This post will be expected to contribute towards the development of their specialism and Adult Social Care Strategy, Commissioning and Performance Service.

Resources/Budget Management
None

Special Requirements
<Details of specific conditions, such as travel, working hours, safety requirements, DBS or politically restricted post.>

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	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N





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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
Work Environment Details	Shute end – Hybrid

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
N/A





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Evaluation Declaration

Date of Evaluation:	<DD/MM/YYYY>
Evaluated by:	<Name, job title>

