Job Summary

Post Title	Quality and Contracts Officer	**Pay Grade**	Grade 6
Directorate **Service Area**	Commissioning and Procurement – Adults and Health	**Line Manager**	Quality Manager
Post Number/s (for existing posts)	n/a	**Work Location**	Walton Street
Work style	Any desk	**Job Family & Role Profile**	Commissioning and contracts management (CCM06O)
DBS Check Required?	YES If YES state level of DBS required: Basic		
Politically Restricted Post?	No		

Job Purpose and Job Context
Lead on contract management, quality and improvement activities to ensure commissioned care and support providers deliver high quality, value for money services and performance in line with contractual expectations. These activities will include monitoring services in line with agreed quality and contractual frameworks, compliance with various regulations, provider development and enabling effective commercial practice. The postholder will work closely with providers, other commissioning teams, health and social care professionals and organisations such as the Care Quality Commission to deliver this role.
Main Responsibilities and Duties
• Lead the monitoring of quality, value and performance across a range of commissioned care and support providers in line with agreed quality and contractual frameworks. • Undertake quality and contract management visits and lead meetings with providers in line with agreed frameworks. • Source, collate and analyse relevant data and intelligence on providers to monitor their compliance with regulations, contracts or service agreements and to identify areas of poor performance, risks and issues. • Work collaboratively with providers and health and social care professionals and other relevant partners to address areas of provider underperformance. • Escalate new or increasing areas of risk to the Quality Manager. • Build and maintain effective working relationships with suppliers to support effective contract management and quality improvement functions. • Produce and maintain timely, accurate and robust reports and records to support effective contract management and quality improvement functions. • Engage with service users, carers and families on the commissioned services they receive in order to support

review and improvement of service provision.

- Support the development and implementation of effective commercial practice with specific providers, such as streamlined financial arrangements and administration.
- Work in partnership with the key professionals who are involved in the care and support of service users - recognising the role, remit and authority of other professionals and how their roles sit alongside the remit and authority of the Integrated Commissioning function.
- Lead or actively participate in joint working with strategic commissioners and brokers to support an effective integrated commissioning function.
- Maintain a good knowledge of available support for providers and signpost them within the existing support offer.
- Develop and implement quality and improvement support to shape and influence the development of a market as required.
- Contribute to the development and maintenance of relevant frameworks, processes and guidance to support an effective contract and quality function.
- Participate in internal quality assurance activity such as auditing.
- Contribute to an overall service-focused approach, including recommending ways in which the service can improve and contributing to wider service projects as required.
- Undertake other reasonable duties as required which are commensurate with the role.

Accountability

- If this role manages a budget please state the size of the budget: N/A
- If this role monitors a budget please state the size of the budget:

No direct budget management. However, ensuring providers offer value for money or the Council will be a key part of the role.

- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. *(e.g., BCC, AVDC, WDC or CSB)*
- How many indirect reports does this job have in its reporting line?

No direct or indirect line management responsibilities.

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	✓	• Planning quality and contract management approaches based on risk – this will require planning in line with risk, with visit and oversight frequency flexed accordingly. • Overseeing shorter term improvements within provider organisations.
1 year	✓	• Planning quality and contract management approaches based on risk – this will require planning in line with risk, with visit and oversight frequency flexed accordingly. • Overseeing longer-term improvement activity within a provider organisation.
3-5 years		

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day

- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience ***(use job family to complete)*** *Please delete as necessary*	**Job Specific Examples**	**Essential**	**Desirable**
Substantial relevant experience demonstrating success in a similar work environment, backed by evidence of appropriate specialist knowledge.	• knowledge of the different types of care available for individuals with care and support needs and the range of health and social care organisations operating in a competitive market. • Previous experience working in a commissioning of quality related role, or within the health or social care sector.	x	
Practical experience in supplier negotiation and relationship management	• Building and maintaining good supplier relationships to support contract management, quality and improvement activities.	x	
Good literacy and numeracy skills. Accurate, with good attention to detail and competent and disciplined in the keeping of records.	• Writing clear, concise and evidence based reports about provider performance. • Keeping clear and auditable records of contract management, quality and improvement activities.	x	
Good planning and organisational skills, with proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.	• Planning and prioritising work based on risk. • Effectively managing unforeseen provider quality issues.	x	
Relevant practical experience working as part of team to meet service standards, targets and deadlines.	• Responsible for delivery of own actions as well as contributing to	x	

	the team's deadlines as identified by managers and senior leaders.		
Good knowledge of other areas of the authority relevant to the service and of wider sector / external influences / developments.	• Working with health and social care partners to support quality improvement • Developing and maintaining knowledge about services available across the wider health and social care system.	x	
Authoritative knowledge of relevant systems, policies, processes, regulations, professional guidelines and legislation relevant to the work area.	• knowledge of the health and social care system and the key statutory basis for this – e.g The Care Act, National Framework for CHC. • Knowledge of procurement legislation applicable to local authorities and health organisations. • Knowledge of regulatory requirements for different types of care provision.	x	
Excellent ICT skills including Microsoft applications and specialist systems.	• Using Microsoft applications to produce reports. • Knowledge of specialist applications to support contact and quality oversight, e.g. CMA and PAMMS. • Using Power BI reports to interrogate data.	x	
Excellent communication and interpersonal skills with the ability to engage effectively with a range of audiences and explain specialist information in a way which a non-specialist can understand. Persuasion, influencing and negotiation skills	• Effectively communicating information about provider performance both verbally and in writing. • Leading challenging conversations about provider performance.	x	
Experience of identifying and managing risk	• Understanding and articulating the various risks linked to provider quality and performance and the potential impacts for individual service users, The Council, the provider and the wider care market. • Responding to risks appropriately in line with quality, contractual and performance frameworks. • Appropriately escalating risks for support from Quality Manager and Specialist Commissioning Lead.	x	

Proven research skills demonstrating evidence of the ability to gather and interpret information effectively.	• Interrogating and interpreting data on provider performance to support effective contract, performance and quality management activities. • Monitoring provider quality and performance against agreed frameworks or improvement plans.	x	
Proven ability to identify and diagnose problems / issues and develop solutions / recommendations.	• Identifying and implementing solutions to support quality and performance issues.	x	
Experience of financial processing and / or budget monitoring.	• Supporting the development and implementation of effective commercial practice with providers, such as streamlined financial arrangements and administration.	x	
Experience of monitoring and evaluating contract compliance / performance.	• Working within quality frameworks to support contract performance and quality activities.	x	
Respectful and valuing attitude to people who are vulnerable and a commitment to improving their life experience	• Committed to supporting the delivery of high quality care that meets the individual needs of vulnerable service users.	x	
Qualifications		**Essential**	**Desirable**
Educated to degree level or equivalent standard/experience		x	
Relevant professional qualification or working towards this. CIPS, Institutes of Purchasing Certificate in purchasing Public Care, Commissioning Academy, Prince2, MSP		x	
Evidence of continued professional and personal development		x	
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role *(tick as appropriate)*		x	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro	Y

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.