

Job Summary

Post Title	Quality and Contracts Support Officer	Pay Grade	Grade 4
Directorate	Commissioning and Procurement – Adults and Health	Line Manager	Market Management Officer
Service Area			
Post Number/s (for existing posts)	91130622	Work Location	Walton Street
Work style	Any desk	Job Family & Role Profile	CCM040
DBS Check Required?	YES Basic		
Politically Restricted Post?	No <i>The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.</i> <i>There are broadly two categories of restricted posts:</i> <i>Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.</i>		

Job Purpose and Job Context

To provide support across the commissioning and procurement hub to help progress delivery of the services aims and objectives. This will include supporting all aspects of the commissioning cycle for services across a range of portfolios to improve population outcomes for Buckinghamshire residents. It will also include effective and efficient project and administrative support across a range of work areas as well undertaking financial processes such as invoicing.

Main Responsibilities and Duties

- To work with a portfolio of contracts, service agreements and other formal arrangements between the Department and providers to ensure the quality and efficiency of services commissioned under these arrangements.
- To develop, administer, and report on effective quality assurance and contract monitoring systems for the monitoring of social care activities, including customer experiences.
- To maintain and develop effective partnership working arrangements and communication with service providers
- To establish, maintain and analyse management information systems on market conditions, quality, volume and standards of service provision etc. and to contribute to the identification and implementation of service user quality assurance feedback systems, including analysis of quantitative and qualitative data
- To monitor quality and performance in line with contractual expectations and good practice
- To contribute to initial problem-solving responses to complaints in respect of service provision.
- To undertake planned quality audits, contract monitoring meetings and other unplanned monitoring activity to social care providers and to provide written reports on findings.
- To identify and work with poor performing providers; linking with partners to support improvement
- To identify to gaps in service provision or other market intelligence and contribute to solutions
- To develop, operate and maintain information systems allied to the monitoring and evaluation function.

- To steer safeguarding concerns to the correct teams, whilst maintaining and understanding thresholds for safeguarding concerns
- To liaise with providers, departmental staff and external partners and provide professional advice and guidance as appropriate.
- To contribute to, lead in, and promote as appropriate, the development of policies, procedures and training programmes to encourage development of good practice

Accountability

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

No direct budget management responsibility. However, ensuring value for money for the Council and ICB is 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 arrangements.

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	Provide Job Specific Examples
Up to 3 months	✓	Supporting with short term tasks such as research, organising meetings, invoicing.
1 year	✓	Supporting with medium term projects such as a population needs analysis.
3-5 years	✓	Supporting with longer range projects such as major recommissioning or contract monitoring over the life-time of the contract.

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 <i>(use job family to complete) Please delete as necessary</i>	Job Specific Examples	Essential	Desirable
Relevant practical experience working as part of team to meet service standards, targets and deadlines.	• Experience of contract monitoring and evaluation activities in health or social care setting • Experience of managing, or effectively using, management information systems to achieve identified outcomes	x	
Indepth knowledge of relevant processes, systems, procedures, standards and legislation.	• Awareness of the current issues facing local government and the NHS.	x	
Good knowledge of other areas of the authority relevant to the service.	• Able to work collaboratively with other teams across the organisation to support work delivery.	x	
Good ICT skills including use of Microsoft applications and specialist systems.	• Able to use Word to produce and update reports. • Able to use Excel to undertake data analysis. • Able to use PowerPoint	x	
Good planning and organisational skills, with proven ability to prioritise workload, monitor and evaluate work, to ensure deadlines are achieved.	• Able to effectively prioritise work. • To undertake planned quality audits, contract monitoring meetings and other unplanned monitoring activity to social care providers and to provide written reports on findings • To identify and work with poor performing providers; linking with partners to support improvement	x	
• Good literacy and numeracy skills. Accurate with good attention to detail. Good written and verbal communication skills and proven ability to explain technical / specialist information in a way which a non-specialist can understand.	• Able to present information to colleagues and stakeholders both verbally and in writing. • To develop, administer, and report on effective quality assurance and contract monitoring systems for the monitoring of social care activities, including customer experiences. • To establish, maintain and analyse management information systems on market conditions, quality, volume and standards of service	x	

	provision etc. and to contribute to the identification and implementation of service user quality assurance feedback systems, including analysis of quantitative and qualitative data		
Good problem solving and analytical skills.	• Ability to resolve problems without further escalation. • Has initiative and can work autonomously when needed.	x	
Experience or training sufficient to ensure financial processing / budget monitoring is completed accurately.	Good financial / budget management skills.	x	
Qualifications		Essential	Desirable
Educated to A level / NVQ3 / HNC standard or equivalent.		x	
Relevant professional qualification - or working towards this.		x	
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role <i>(tick as appropriate)</i>			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.