

Job Title: Contracts and Monitoring Officer	Role Profile Number: SBC_11547
Grade: N Grade Salary:	Date Prepared: October 2022
Directorate/Group: Childrens Services	Reporting to: Strategic Commissioner CLA
Structure Chart attached: Yes	Yes

Job Purpose

To monitor and review service provider performance against agreed commissioning outcomes, service agreements and Individual Placement Agreements (IPAs). To quality assure providers to ensure compliance with expected standards. To support wider commissioning work including the development of provision/ new services and to implement areas of change.

Key Accountabilities

- Monitor the performance of service providers, including carrying out a regime of onsite visits, ensuring compliance with contracts in order to ensure that SBC receives a cost-effective and quality service that addresses service / standard shortfalls. Information gathered will contribute to the RAG rating of providers to inform planning and future monitoring and improvement requirements. Including the views of the children using the services.
- Support providers to improve services through review meetings, quality monitoring visits, and regulation audits.
- Support the investigation of complaints/shortfalls highlighted by the regulatory body in liaison with the appropriate provider, and undertake any necessary actions to address issues and respond in line with agreed policies, procedures and processes.
- To support service providers who are on a spot purchase arrangement to understand and ensure they meet registration and quality requirements through the Due Diligence and RAG rating process.
- To support the Contracts Officer to support new providers to develop policies, procedures, business continuity plans and risk assessments.

- To support the development and delivery of training programs for social care teams/IRO's on key aspects of contracts and processes.
- Support colleagues in commissioning and contract management in reviewing appropriate service specifications, to meet the care and support needs of children both in CLA and DCT.
- To support the maintenance of an accurate contracts database of service provision and other records.
- Support service providers to understand and sign up to the provider frameworks ensuring they meet registration and quality requirements.
- Support the commissioning of individual complex packages/ Services/ Placements through working with practitioners and providers to develop effective care/support plans with appropriate outcomes.
- Work collaboratively with all stakeholders to identify gaps in the market, and to use this information to work with commissioners on continually increasing Local Sufficiency.

Supplementary Accountabilities

- Ability to keep up-to-date with new and relevant regulation guidelines and legislation.
- To be able to work as part of a team.
- Able to use own initiative, think laterally and to take a problem-solving approach to support the purchasing of services.
- Able to investigate and resolve service user complaints and extract learning opportunities.
- Able to analyse complex data and produce management information and reports.
- To be able to appropriately represent SBC in meetings, panels and other events as required.
- To be agile, resilient and be able to adapt to change when required.

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post holder must be flexible to ensure the operational needs of the Council are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Council.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of working within the social care field or a business background within a local authority with an awareness of the services provided.
- Previous experience of partnership working with internal and external stakeholders
- An awareness of the main legislative framework within children's social care.
- An understanding of how social care services are delivered.
- Experienced in supporting improvements in quality and performance.
- Experience of ensuring contract compliance and quality assurance methodologies
- Ability to communicate effectively verbally and in writing.
- Previous experience of managing relationships and demonstrating monitoring and reviewing performance, and where necessary taking appropriate action
- Ability to use and develop IT systems and Databases

Qualifications

- 5 x GCSE's including maths and English
- Educated to level 3 standard including vocational equivalent or additional compensatory experience or with transferable skills and experience

Decision Making

- Ensure in collaboration with the line manager that placements/ services meet the requirements of the contract/IPA documentation, meet the needs of the child and has been procured in a manner that is compliant with procurement regulations and Council standing orders.
- Ensure in collaboration with the line manager that individual contracts are monitored and reviewed to ensure the children and young people placed receive a quality service.
- Ability to prioritise own workload
- Ability to work under pressure with minimum supervision and to tight deadlines.
- Ability to recognise issues that may require escalation to the line manager

Creativity and Innovation

- Experience of developing radical solutions to problems, including initiation of strategic savings strategies, supplier rationalisation, supplier partnering, and supplier/contract management
- Ability to think creatively in how services can be delivered to meet the needs of an individual child or young person based upon developing knowledge of the children services placement market.

- To work with placement providers to understand and shape how outcomes for children and young people may be achieved.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Nil</p> <p>Asset Responsibility:</p>	<p>Yes/No</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Ability to motivate and influence others to initiatives and targets.
- Highly developed inter-personal and motivational skills.
- Able to build and maintain relationships with multiple providers and stakeholders

Other Key Features of the role

- To hold a full clean drivers licence, own your own vehicle and be prepared to drive to provision across the country to quality monitor the provisions.
- Due to the nature of the work and in accordance with the demands of the post the post holder may be required to work outside of normal office hours from time to time for which time off in lieu of payment may be taken at a time to be agreed with the line manager. Overtime will not be paid.
- The post holder will be required to maintain strict confidentiality in relation to individual children and young people and must accept that he/she may come in to contact with information which he/she may find distressing. This post is subject to a DBS check.

<p>Employee Signature:</p>	<p>Print Name:</p>
<p>Date:</p>	

Line Managers Signature:	Print Name:
Date:	