

POST TITLE	CONTRACTS SUPPORT OFFICER
DIRECTORATE	EDINBURGH HEALTH AND SOCIAL CARE PARTNERSHIP
SERVICE	CONTRACTS AND BROKERAGE
RESPONSIBLE TO	CONTRACTS TEAM LEADER
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

To support the Contracts Team to fulfil its functions: i.e. establishing, monitoring and reviewing contractual and financial agreements with external providers.

The postholder will need to develop and maintain appropriate administrative systems to ensure the section is effective and efficient in performing the tasks outlined above. This includes ensuring appropriate contract documentation is in place, maintaining and updating the database holding contractual information; ensuring robust systems are in place to allow payments to contractors to be made timeously; and providing support to colleagues on contracting issues.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- To develop, manage and maintain a database of the Partnership's contractual and grant portfolios, updating information and retrieving reports as required.
- To issue all relevant contractual documentation, co-ordinating the necessary authorisations.
- Using own initiative to produce standard and ad hoc reports as required, explaining contractual related information in a meaningful way.
- To develop, manage and maintain the appropriate pages on the Council and Partnership internet sites.
- To develop and maintain the contracts risk register
- To prepare PowerPoint presentations as required.
- To be a central point for dealing with enquiries, and re- routing to other colleagues where appropriate, including managing the Contract team's generic mailbox.
- To compile appropriate responses to general correspondence received.
- To prepare, arrange, minute and make travel arrangements for a range of meetings and events including contract negotiations and review meetings, provider information sessions, internal staff meetings.
- To administer the minor complaints process for complaints relating to funded organisations and ensure these are dealt with through the appropriate procedures.
- To design and develop documentation and templates to be used in complex commissioning exercises, including contractual agreements, tender documentation, questionnaires and monitoring returns.
 - Liaison with relevant council colleagues including colleagues placing spot or block contracts, making payments, Corporate Finance, Procurement
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- Provide administrative support to other teams within the service as part of the contracting and commissioning cycle, when required.
- Support Contracts Officers with contract monitoring activities including planning and organising the programme and producing standard reports from monitoring data

- In some areas procedures will need to be established and the post holder will be responsible for developing and maintaining these and systems that meet the needs of the team. The postholder will be responsible for the quality and accuracy of the information held in systems.
- Support the Contracts Team Leader with data recording, analysis and reporting.
- Take decisions on a day-to-day basis including planning and priority of work, preparations for meetings, data filing, when to involve other staff, maintain filing and bring forward systems, maintaining intranet and websites
- Support the Contracts Team Leader to translate strategic plans and commissioning plans into a contracts workplan. Maintain the plan and produce reports on progress.
- The post holder will be expected to carry out duties on a day to day basis using own initiative responding to enquire as appropriate. The Team Leader Contracts will provide supervision as per departmental guidelines
- Communications are wide ranging, spanning all levels within the Council and with colleagues working in 3rd party organisations and will be by phone, E-mail and in person. The post holder will be the first point of contact and respond to simple enquiries, referring more complex enquiries to appropriate colleagues.
- This list is indicative, not exhaustive, and describes a range of typical activities undertaken by the post.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The postholder will require degree level education or equivalent experience.
- Under the direction of the Contracts Manager and other senior colleagues, the post will support the delivery of the Partnership's contracting and commissioning services.
- The post will require creativity in solving a range of customer contact problems and issues.
- The post will be required to develop business processes to improve service standards.
- The post will be expected to liaise regularly and have ongoing contact with colleagues (internally and from provider organisations) dealing with their various enquiries about contracted services.
- The post will be required to develop an understanding of the full portfolio of contracted services.
- The post will have a range of contacts, both internal and external, reflecting the varied nature and diversity of contracted services and will resolve a range of issues some of which will be complex or contentious.
- The post will represent the Partnership to a range of external stakeholders, and should present a positive impression of the organisation.
- The post will make a range of decisions relating to the provision of services.
- The post will resolve issues relating to service provision.
- The post will ensure relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately.
- The post will ensure; all relevant details are accurately collated and recorded, locate information required, and provide clear and comprehensive responses which meet the needs of customers.
- The post determines the most appropriate method of dealing with customers and ensures that the enquiry is dealt with appropriately.
- The post ensures that work is kept up to date and work is prioritised.
- A broad knowledge of commissioning and contracting processes and social work services and practices, local government and other relevant legislation and Partnership policy, relevant computer systems and an understanding of business support.
- The post should be able to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The nature of the work requires flexibility and ability to solve problems when performing tasks.
- The post also demands the ability to work quickly and accurately to tight timescales whilst achieving a sensible balance among a number of competing demands on the postholder's time.

- The post will be expected to handle and manage conflicting priorities and challenging situations following appropriate guidelines and procedures.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities.
- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office-based activities.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The post holder has no line management or supervisory responsibility.

RESOURCES

- The post will have responsibility for a number of systems and data.
- The post ensures that all data, records, and systems are kept up to date, ensuring that all relevant details are accurately collated and recorded.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).