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| **Job Description** |
| **Post title** | Senior Contract Officer - DurhamWorks |
| **JE Reference No** | N10835 |
| **Grade** | 10 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Progression and Learning - DurhamWorks |
| **Reporting to** | The post holder will report to the Project Manager. |
| **Location** | Your normal place of work will be Crook Civic Centre, but you may be required to work at any Council workplace within County Durham |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post is eligible for flexitime |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

The post holder will lead the management and performance of Delivery Partners and subcontractors of the DurhamWorks programme. They will provide line management to a team of three Contract Officers and work in line with Durham County Council’s Values and Behaviours framework. It will be essential for the post holder to establish strong networks and working relationships with all deliverers, Jobcentre Plus and other key partners and stakeholders. They will play a key role in the efficient and effective delivery of programmes which seek to support young people/adults to improve their education and skills and move into employment, training or further education.

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| **Duties and responsibilities** |

**Lead the contract management of DurhamWorks Delivery Partners and subcontractors by:**

* leading the operational relationships with all Delivery Partner and subcontractors
* leading the contracting of Service Level Agreements (SLAs) with Delivery Partners to ensure that targets are met
* leading the contracting with subcontractors to ensure that targets are met
* managing a small portfolio of SLAs and contracts
* leading the regular, appropriate and accurate data collection, recording and monitoring
* ensuring resources are maximised and financial claims are compiled and submitted within deadlines
* developing excellent working relationships with Delivery Partners, sub-contractors, internal colleagues and funding bodies
* leading existing, and establishing new, partnerships of Delivery Partners/sub-contractors
* preparing and presenting reports to senior managers, on performance at funding stream level
* contributing to the quarterly claims Progress Report to DWP.
* leading the support of Delivery Partners and subcontractors to develop their capacity and expertise to ensure the successful delivery of provision
* identifying gaps in provision and working with deliverers to ensure that the delivery meets the needs of young people and young adults in the county
* identifying new opportunities to develop programme delivery
* identifying and sharing best practice.

**Provide line management to a team of Contract Officers**

* Lead and provide line management to a team of Contract Officers who will manage and monitor the performance of Delivery Partners and subcontractors.
* Identify workforce development needs of the Contract Officers and liaise with colleagues, as appropriate, to ensure those needs are met.
* Quality assure the contract monitoring of the Contract Officers, including checks, sampling of audit trails and observations as required.
* Performance manage the team to ensure that targets are met and claims, invoices and DWP checks are managed in a timely fashion.

**Lead thematic activities including Procurement and Safeguarding**

* Stay up to date with latest ESF guidance and best practice in relation toProcurement and Safeguarding, ensuring that practices, procedures and policies are updated accordingly.
* Ensure information is shared effectively with all DurhamWorks staff and other key partners in relation to the above to support compliance.
* Comply with best practice in relation to audit controls, evidence storage and reporting to ensure successful outcomes as inspection and mitigate the risk of underspend, clawback or breaching of duties in relation or safeguarding.
* Contribute to the achievement of wider performance targets and share good practice.

**Proactively build and maintain relationships with both internal and external stakeholders**

* Support the Project Manager in the development of relationships and activity with internal colleagues including Internal Audit, Legal, Procurement, Finance, Fraud and Marketing.
* Maintain an effective relationship with Jobcentre Plus (JCP) managers to ensure the smooth operation of joint activities and referral mechanisms between JCP and Delivery Partners and subcontractors.
* Deputise for the Project Manager and External Programme Manager as appropriate.

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| **Organisational responsibilities** |

**Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

**Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

**Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

**Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

**Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

**Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

**Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

**Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

**Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

**Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Degree or equivalent qualification in a relevant discipline and/or able to demonstrate relevant experience.
 | * Qualification in contract or project management
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| Experience | * Experience of leading and managing a team
* Range of experience in leading and implementing successful contracts to timescales and achieving/exceeding targets
* Proven track record of working with partners to effect change
* Experience of managing externally funded programmes
* Significant experience of contract management
* Performance Management experience
* Experience of effectively targeting resources to maximise outcomes.
 | * Experience of managing funding and budgets
* Experience of working closely with Job Centre Plus.
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| Skills & Knowledge | * Ability to manage staff and develop a strong team
* Excellent presentation, verbal and written skills
* Excellent interpersonal skills
* Influencing and negotiation skills
* Team leadership skills
* Contract management skills
* Operation of externally funded programmes
* A strong team player, able to relate well and quickly to other team members and senior people from other organisations
* Ability to work under pressure, to prioritise and to meet deadlines
* Ability to work in partnership with internal and external stakeholders
* Ability to adapt priorities to meet internal/external demands
* ICT skills including use of Outlook, Teams and Microsoft Office
* Knowledge of external grant programmes and their funding and audit requirements
 | * Knowledge of programme management software
* Knowledge of Safeguarding procedures for Adults and young people
* Knowledge of Local Government or European Structural Investment Fund (ESIF) procurement
* Good geographical knowledge of County Durham.
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| Personal Qualities | * Drive, enthusiasm, resilience and a flexible approach to work
* Must be performance oriented i.e. motivated by a desire to achieve performance targets and deliver a quality service
* Self-motivated and capable of responding independently to problems/situations
* Able to work under pressure, to prioritise and meet deadlines
* Exercises initiative within the parameters of the programme
* Keen for self and team to learn and develop new skills and take on new challenges
* Conscientious, responsible and professional approach to work
* Adaptable, with the capacity to work effectively under pressure and to tight deadlines
* Open to change and committed to innovative development
* Flexible approach to working across the LA geography. Access to car or means of mobility support (if driving, must hold a full current UK driving licence and appropriate insurance)
* Willingness to occasionally work unsocial hours as required, including evenings and weekends
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