

## JOB DESCRIPTION

**POST:** Contract Officer

**GRADE:** PO2

**DEPARTMENT:** Neighbourhoods and Growth

**DIVISION:** Environment

**RESPONSIBLE TO:** Senior Contract Officer

### PRIMARY JOB FUNCTION

*To support the management of environmental services, recycling, treatment and disposal contracts to ensure quality of goods and services provided are in keeping with requirements and that all documentation, procedures and systems used to manage the contract are kept up to date.*

### PRINCIPAL DUTIES AND RESPONSIBILITIES

- 1. To support the management of contractual relationships between the council and some of the authority's biggest external suppliers, including the authority's waste recycling, treatment and disposal portfolio and the relationship with Statutory and contracted suppliers.*
- 2. To develop and implement a quality control inspection regime to monitor the contractor's performance with respect to cleansing, waste collection and other public realm related activities.*
- 3. To utilise a variety of contract management systems to track and verify the contractor's performance against contract KPI's and ensure compliance with service level agreements.*
- 4. To attend site meetings and walkabouts with members of the public and other key stakeholders when required*
- 5. To maintain records of all revised contract variations, specifications and other contract related documents to support the contract management functions, ensuring relevance and accuracy at all times.*
- 6. To maintain and assist in the development of procedures and systems that allows contracts and agreements to be managed effectively, including keeping accurate records of all contract management related meetings.*
- 7. To manage the remedies and escalation process ensuring contract failure is accurately recorded /actioned and where barriers prevent service delivery that these are removed.*
- 8. To maintain accurate performance and financial records to assist with management reporting that measures the progress of the contract and services provided, identifying performance trends, potential causes and remedies.*

9. *To develop relationships internally and externally at all levels that support customer focused service. This includes representing the council at public meetings, industry forums and other related functions.*
10. *To be fully aware of and understand legislation pertaining to the service area and work with external groups, contractors, internal operational and enforcement teams to ensure compliance with this and to support local priorities, including the use of problem solving techniques to deliver sustained improvements to the quality the public realm.*
11. *To establish a strong working relationship with colleagues across the council that ensures transparency in all areas and compliance and best practice in terms of contract and supplier relationship management.*
12. *To support the financial processes that enable the smooth running of the contracts and agreements. To analyse invoices and provide information to senior officers to approve payment or sanction.*
13. *To provide first stage assurance to senior managers, Councillors and the public that the contract performance information is accurate to a degree that informed decision can be made and agreed activity and process are being discharged appropriately.*
14. *To maintain documents and processes that ensure full compliance with audit and second tier assurance process and local contract management principles.*
15. *To support and when appropriate lead on the procurement of service and goods contracts that support the environmental service area.*
16. *To support the lead member in the management of the Waste, Recycling and Street-Cleansing Service contract.*
17. *To deputise for the Senior Contract Officer in their absence.*

## **GENERIC DUTIES**

*Duties expected to be undertaken by all council employees*

- To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health & Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
- To Carry out the duties of this post with due regard to the Council's Equal Opportunities Policy.
- To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relationships.
- To actively promote and uphold the councils code of conduct, FRESH Values, Priorities and service standards.
- To undertake other duties appropriate to the grade as directed by management.

**LONDON BOROUGH OF LAMBETH**

**NEIGHBOURHOODS AND GROWTH DEPARTMENT**

**PERSON SPECIFICATION – CONTRACT OFFICER**

It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)  
 You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a “Tick” (✓) on the person specification when you complete the application form.

<b>RELEVANT EDUCATION and EXPERIENCE</b>		<b>A/I/T</b>
<b>E1</b>	A degree level qualification in a relevant discipline and evidence of continuing professional development, where no degree is held experience (more than 1 year) of contract management and continued professional development.	✓ A
<b>E2</b>	Experience of using management information, performance management and monitoring and review reporting.	✓ A
<b>E3</b>	Experience of financial management	
<b>KEY KNOWLEDGE and ABILITIES</b>		
<b>K1</b>	Experience of commissioning procuring and management of environmental contracts in a local government context.	✓ A
<b>K2</b>	Experience of waste and environmental management including current and pending legislation	✓ A
<b>Behaviours</b>		
<b>B2</b>	<p><b>Focuses on people</b></p> <p>Takes time to understand business needs and priorities and their implications on other residents and businesses in the area.</p> <p>Provides accurate and up-to-date information to those that require it.</p>	
<b>B4</b>	<b>Takes Ownership</b>	✓ A

	<p>Spots opportunities or problems in own area and takes action to capitalise on opportunities or resolve problems.</p> <p>Engaging with all parties and working to achieve positive outcomes for the council and our customers</p> <p>Proactively gets involved in projects that are outside of immediate work area.</p> <p>Ensure you have up to date knowledge to give customers the correct and appropriate advice</p>	
B5	<p><b>Works collaboratively</b></p> <p>Model an approach to collaborate working with others within the organisation</p> <p>Demonstrates a clear commitment to working collaboratively by exchanging ideas and providing support to colleagues, working across teams or groups to raise or resolve issues.</p> <p>Seeks to understand the needs and perceptions of colleagues and customers, seeking out the views and opinions of others who may be affected.</p> <p>Is approachable and promotes constructive and honest relationships.</p>	✓ A
B3	<p><b>Focuses on results</b></p> <p>Ensuring that all work processes are efficient and deliver best value for both the Council and customers.</p> <p>Understanding the both our personal outcomes and objectives and those of the council and ensuring that these have a positive impact on our customers.</p>	
B1	<p><b>Communicates Effectively</b></p> <p>Conveys both written and spoken information clearly and accurately, avoiding the use of jargon</p> <p>Tailors message depending on the audience.</p> <p>Feeds back constructively at one to ones and team meetings.</p>	✓ A