

Job Family:	Partnership & Commissioning - Front Line–Professional knowledge	Grade:	8
Job Title:	Contract Officer	Directorate:	EH&R
Date:	September 2018	Version:	1

Role Profile - Details Specific to Job Family

- These roles focus on working in partnership with the community to identify outcomes and then to work with third parties and the community itself to design and commission services to best meet the needs of the citizens and communities in Sutton. These roles are accountable for the outcomes but jointly with partners and often with little direct operational control. In order to achieve outcomes, these roles are required to work collaboratively with others, the most common example being commissioning staff that will monitor local partner activity in order to ensure the delivery of high quality results.
- At the lower levels, these roles undertake specific commissioning for discrete services. At the higher level, these roles set commissioning outcomes across a broad range of thematic services.

Role Profile - Details Specific to Grade

- Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance.
- Roles requiring a level of professional expertise to work with delivery partners to ensure the delivery of a service.

Brief Description of job role and department

- To assist in the monitoring of the contractual performance of one of two distinct service areas either 1) Waste and Recycling Collection, Street Cleaning and Winter Maintenance or 2) Parks and Open Spaces (including verges and cemeteries) to ensure contractors are compliant with all statutory and legal obligations; performing against both local and contractual performance indicators
- Work collaboratively with colleagues, local community groups, ward councillors, the South London Waste Partnership contractors (and other service providers as appropriate), local businesses, other public agencies and other stakeholders to resolve any issues and to assist in the development of frontline services.
- Manage & supervise the development, design, supply installation and inspection of playgrounds, and other play facilities, ensuring compliance with legislation and Safety Guidelines.
- To provide an enforcement role dealing with illegal encampments and incursions onto parks and other Council land, and other types of encroachment and miss-use in line with the Managing Unauthorised Encampments Protocol and other policies.

- To be responsible for carrying out risk assessments and inspections of buildings and sites, (including Legionella, Asbestos, and fire) in accordance with appropriate legislation and guidelines.
- Oversee the delivery of projects including public realm
- To provide support for the other service area as required

Representative accountabilities

- Support in the delivery this range of services directly to customers ensuring services deliver the intended outcomes first time and to agreed levels of quality and cost.
- Provide information to Elected Members to enable them to monitor and delivery of their political objectives and priorities.
- Manage the resolution of complex customer complaints/issues within area of expertise, escalating where appropriate.
- Maintain regular communication with other internal or external service providers to ensure efficient and coordinated service delivery.
- Create and populate basic databases to hold and manage information and service information to support senior officers in managing the service.
- Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.

Budgetary accountabilities

- Assist in monitoring the budget for the designated service area, ensuring that resources are utilised efficiently and that services provided are within the approved budgets levels in accordance with standing orders and financial regulations.

Specific accountabilities

- To assist in the formulation of policy strategy and procedures and lead on the delivery and implementation of these meeting legislative requirements.
- Closely monitor all aspects of work allocated to contractors, paying particular attention to health and safety arrangements, programming of works, inspections and quality checking to measure performance against both local and contractual indicators. This may involve the preparation of documentation for the application of contractual rectifications and defaults in performance.
- To represent the service and attend Council Committees, friends groups meetings, public meetings and meetings of other partner (officer) groups and local groups Advising on strategic and operational issues affecting these services.
- To assist in the exploration of opportunities for the delivery of commercially focussed services, including options for income generation, savings and resource efficiencies.
- Support in the development and sustaining of effective working relationships between Neighbourhood Services and Elected Members, including preparation of responses to enquiries and complaints, the preparation and presentation of

service information, responses and reports to Council Committees, Working Parties, Community Groups and voluntary sector agencies

- To carry out infrastructure inspections on parks, open spaces and buildings including risk assessments, ensuring all repairs are compliant with Health & Safety regulations budgetary requirements. To investigate accidents and incidents on parks sites, identifying possible improvements in processes, procedures and infrastructure
- To carry out or arrange site visits involving Travellers, Police, bailiffs and London Borough of Sutton colleagues, ensuring the protocol is adhered to and that statutory assessments, legal requirements and safeguarding issues are addressed efficiently and effectively.
- To deputise for the Contract Manager as appropriate, when required and perform any other duties that may be required commensurate with the salary and grade

Person specification (knowledge, skills, experience and behaviours required in the role)

- To build effective relationships across teams and organisations, demonstrate enthusiasm for change and take a flexible approach to new ideas and working practices.
- Good written skills, with creative use of communication techniques appropriate to different audiences.
- Ability to interpret, analyse data from different sources to produce meaningful information
- To show resilience in times of complexity or conflict, and act professionally in the best interests of the organisation.
- To manage, evaluate and develop your own performance and adapt this to meet changes in your area of work
- Good ICT skills, utilising available systems to work effectively.
- Prepared to train in a relevant professional discipline.
- Understanding of contract monitoring activities and application of performance management processes against local and contractual performance indicators. Understanding of the principles of budget management .
- Experience and knowledge in waste and street cleansing services/parks and open spaces management
- Knowledge of the regulatory frameworks, key legislation and drivers in waste and street cleansing services/parks and/or open spaces management