# POST TITLE: Contract Management Assistant

# POST NUMBER:

# GRADE: Grade 3

Job Evaluation Reference No: *A6251*

# LOCATION: Your normal place of work will be County Hall, Durham. However; you may be required to work at any council workplace within County Durham.

# RELEVANT TO THIS POST:

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post.

# ORGANISATIONAL RELATIONSHIPS

The post holder will report to the IPT Contracts Management Team Leader.

# DESCRIPTION OF ROLE

To provide assistance to the Contracts Management Team and the IPT Contracts & Services Manager. The post holder is to provide a professional administration resource to the organisation and support the establishment, development and ongoing performance of a proactive, modern and strategic contract management function.

# DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST

Listed below are the responsibilities this role will be primarily responsible for:

# Work as part of the team responsible for design, procurement, management and monitoring of transport arrangements for school travel and social care.

# Assist the team in ensuring safe and efficient operation of contracts and reporting, to relevant departments, breaches of contract, complaints and safeguarding of children and vulnerable adults.

# Preparation of documentation in relation to the procurement of transport to operators, parents and establishments, also tendering/contracts documents and marketing material.

# Data input/retrieval from a variety of bespoke IT systems

# Provide administrative support to the team.

# To liaise with outside establishments.

# To handle general contract enquiries and correspondence.

# To contribute to identifying and developing improvements in performance across the function

# Responding appropriately to emergencies arising in relation to the work of the Section and undertaking such other appropriately graded duties and responsibilities which may from time to time be allocated to the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**PERSON SPECIFICATION – Contract Management Assistant (Grade 3)**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | NVQ Level 2 in Business Administration or equivalent in a relevant subject area | NVQ Level 3 or equivalent in a relevant subject area | Application form (Candidates will be requested to produce certificates if selected for interview) |
| **Experience** | Experience of dealing with members of the public  Keyboard IT Skills  General Administration experience | Working with a computerised database | Application form and interview |
| **Skills/knowledge** | An ability to work in a busy team driven office environment  Excellent telephone/communication skills  Ability to analyse/interpret information  Familiarity with Microsoft Office applications | Knowledge of the geography of County Durham and surrounding areas | References and interview |
| **Personal Qualities** | Commitment to the provision of quality customer service.  Reliable  Diplomatic and tactful  Approachable  Confident  An ability to work to deadlines  Attention to detail, accuracy  An ability to work as part of a team | Advisory, negotiating and persuasive skills  Ability to handle hostile telephone calls | References and interview |