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| **Job Description** | |
| **Post title** | Contract Officer |
| **JE Reference No** | N9074 |
| **Grade** | 9 |
| **Service** | Regeneration and Local Services |
| **Service Area** | Development & Housing – Employability |
| **Reporting to** | Employability Manager |
| **Location** | Your normal place of work will be Spectrum 8, Seaham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a 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. |
| **Contract** | This post is funded through ESF as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. ESF funding for the L!NKCD project will end in June 2022. |

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| **Description of role** |

The post holder will be responsible for undertaking the performance management functions and overseeing the delivery of the L!NKCD programme. This will include responsibility for ensuring that data is collected from project partners efficiently and analysed in line with reporting deadlines and that careful attention to quality is maintained as well as ensuring that management and staff are supported in understanding, monitoring and managing performance. The post holder will play a key role in the efficient and effective delivery of the L!NKCD project within the County.

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| **Duties and responsibilities** |

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

1. To work in partnership across the locality to monitor the delivery of the L!NKCD programme.
2. To support the delivery of L!NKCD across the locality, taking responsibility for the collation of outputs, targets and financial monitoring of the project.
3. To maintain a broad awareness of policies, programmes and best practice relevant to worklessness/employability and skills development.
4. To provide day-to-day contact with delivery partners to deal with operational queries.
5. To support delivery partners in completing monthly monitoring claims and ensuring they provide the relevant evidence.
6. Responsible for checking that monthly claims are correctly completed and the relevant defrayal evidence has been submitted by delivery partners to ensure it meets DWP audit requirements.
7. Responsible for regularly engaging with delivery partners to discuss performance against finance and output profiles and resolve any issues that are identified.
8. To monitor delivery partners’ paperwork and eligibility evidence to ensure it meets ESF compliance rules.
9. Identify areas of best practice in the delivery of the L!NKCD programme and disseminate amongst partners.
10. To develop and implement a systematic and dynamic approach to performance management in support of L!NKCD programme.
11. To monitor the performance systems used by delivery partners to log information about L!NKCD clients to ensure it meets the need of the programme.
12. To monitor the performance of the funding initiative in terms of stats, start-ups, regular reviews and sustainability of employment. Reporting of statistics, outputs and target achievement to management and relevant co-ordination teams.
13. To develop and maintain positive relationships with delivery partners to ensure they successfully achieve L!NKCD targets and maintain high standards of support to clients.
14. To represent, where necessary, the Employability Manager.

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 the Head of Service.

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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 and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **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 in a relevant discipline and/or be able to demonstrate extensive relevant experience in the economic development or employability sector | * Evidence of continual professional development |
| Experience | * Experience in supporting the implementation of employability and skills initiatives. * Range of experience in implementing successful projects to timescales and achieving targets * Proven track record of working with partners to effect change * Experience of contract management * Experience of working with public sector partners, the voluntary/community sector and employers. * Experience of managing government/European and other funding programmes. | * Experience of mediation and conflict resolution |
| Skills & Knowledge | * Knowledge of good practice and effective methods of delivery in employment and skills. * Analytical skills, ability to translate complex information into simple terms. * Contract Management Skills * Excellent written and verbal communication skills including the ability to produce and present reports and briefings to committee and at meetings involving other services, sections, officers, agencies or organisations. * Understanding of the barriers that may face long term unemployed people sustaining employment. * Knowledge of ESF guidance and procedures relevant to the delivery of ESF programmes. * Ability to work independently and capable of using your own initiative * Excellent ICT skills including the use of Microsoft Excel | * Knowledge of the geography of the project area. * Awareness of the key issues facing employers and potential employees in rural areas. * Advanced understanding of a range of funding streams available for training/economic development/business support |
| Personal Qualities | * Strong commitment to customer care, service delivery, best value and continuous improvement. * Possess excellent inter-personal skills and be able to work in a multi-disciplinary environment. * Pays attention to detail. * Ability to handle heavy workloads under pressure and meet tight deadlines. * Possess tact, diplomacy and be sensitive to the needs of others. * Have a flexible approach to operating in a dynamic organisation. * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). |  |