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| **Job Description** |
| **Post title** | Contracts Officer |
| **JE Reference No** | A3507 |
| **Grade** | 7 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Transport & Contract Services - IPTG |
| **Reporting to** | IPT Contract Management Team Leader  |
| **Location** | Your normal place of work will be County Hall, Durham 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. |

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| **Description of role** |

The post holder is required to plan, request and approve appropriate transport in response to referrals from Children and Young People’s Services (CYPS), Adult and Health Services (AHS) and Regeneration, Economy and Growth (REG). To manage these contracts safely and efficiently within the Conditions of Contract and within the various budgets spends. To operate as a “buyer” and provide purchasing resources to the County Council. Support the establishment, development and on going performance of a pro-active modern procurement function. To demonstrate value for money and effective use of resources to ensure procurement spend is managed strategically to achieve community benefits and the continuous improvement in service delivery.

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| **Duties and responsibilities** |

General

* Plotting, planning and mapping information prior to production of transport tender document to ensure appropriate vehicles/routes are allocated.
* High level of responsibility to request, approve and procure appropriate transport in response to referrals from CYPS, AHS, REG, Outdoor Activity Centres, Schools and Health contracts etc.
* High level of responsibility for Contract Management Functions for all Passenger Transport contracted transport services (Home to School, Social Care and Public Transport) operated on behalf of DCC to ensure safe and efficient operation of such contracts.
* Carry out tendering in line with Standing orders/DCC procedure consisting of in excess of £20 million per annum
* Carry out telephone tendering to set up new contracts and/or following termination of contracts, cancellations of contracts and for ad hoc requests.
* Re-organise from plan, vary or cancel existing Passenger Transport contracts ensuring Best Value where and when required.
* Liaise both verbally and in writing with parents, operators and various professionals from CYPS, AHS and Head Teachers.
* To produce and assist in the review of all documentation in relation to the procurement of transport i.e. Tender specifications, Conditions of Contract etc
* To allocate large numbers of pupils/clients to appropriate transport following agreement of entitlement by CYPS and AHS.
* To investigate and respond to concerns from members of the public, operators, school staff, parents Centre staff etc on the safe operation of Passenger Transport contracts. (Requesting site visits by the Monitoring Team and to carry out appropriate actions)
* To respond to and action complaints and queries in respect of transport procurement, operation and safeguarding.
* Update and maintain Passenger Transport computer systems, Azeus, Flexi365, Transport and Admissions and provide information for the maintenance of an up to date transport budget system and maintain spreadsheets.
* Influence/assist in the review of DCC procedures

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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 | * NVQ level 4 or equivalent OR significant experience of working within a relevant role
 | * Degree in Management and Administration, ICSA or equivalent level of qualification in a relevant subject area
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| Experience | * Experience of dealing with members of the public
* Keyboard/IT skills particularly to include the use of databases.
* Significant relevant administrative experience
* Ability to solve problems
* Experience of working with other departments/external suppliers
 | * Of working within a field such as care or education
* Of working within Local Government
* Of transport related contract administration
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| Skills & Knowledge | * Able to interpret and analyse information including medical information
* Communicate verbally and in writing
* Ability to work independently or as part of a team
* Organise/prioritise workloads
* Negotiating skills
* Significant knowledge in the procurement of services
 | * Knowledge of the geographical area of County Durham and surrounding areas.
* Aware of the relevant Service Level Agreements (SLAs)
* Be aware of the Local Bus Service network
* Be aware of procurement legislation
* Be aware of the County Council’s Conditions of Contract
* Knowledge of Durham County Council’s policies and procedures
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| Personal Qualities | * Commitment to the provision of quality customer service
* Reliable
* Diplomatic and tactful
* Approachable
* Confident
* Ability to work under time pressure
* Attention to detail and accuracy
* Confidentiality
* Be proactive
* Flexible
* Demonstrate Empathy with service users’ requirements
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