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| **Job Description** | |
| **Post title** | Contract Management Assistant (Integrated Passenger Transport) |
| **JE Reference No** | N11637 |
| **Grade** | Grade 4 |
| **Service** | Resources |
| **Service Area** | Procurement Business and Sales – Business Services |
| **Reporting to** | This post is accountable to the Business Services Supervisor within the service. |
| **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 will be part of the Councils Business Services support service, which provides a

range of support services to teams across the Council.

The role is based in the Integrated Passenger Transport service and will be responsible for the provision of a wide and varied range of administrative support.

The role will focus upon efficient and effective support to the Contracts Management Team and the IPT Contracts & Services Manager, specifically supporting the Contract Officers.

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| **Duties and responsibilities** |

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

**General**

* Provide a range of administrative support to the team, and wider area as required.
* To work as part of the team which is responsible for design, procurement, management and monitoring of transport arrangements for school travel and social care.
* To support the Contracts Officers and senior manager as required, working to ensure the 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.
* To liaise with outside establishments.
* Monitor emails/ general enquiries and correspondence
* Follow the relevant Council policies on data management and information security, specifically in relation to the effective handling of sensitive or special category information connected to school children/ vulnerable adults.
* Handling information securely in-line with Council policy (Data Protection Act and UK GDPR)
* To use databases, including editing data, running reports and generating mailshots
* To provide wider support to the IPT team as required, including the being trained and able to use Oracle for invoicing/ financial management support.

The above is not exhaustive and the post holder will be expected to undertake any duties which 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.

*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 2 in Administration or an equivalent qualification | NVQ3 in Business Administration or equivalent qualification in a relevant subject area |
| Experience | General administration experience  Dealing with members of the public and external organisations  Office based IT Skills  Working to deadlines  Familiar with principles of data protection | Working with databases  Use of financial management system such as ORACLE |
| Skills & Knowledge | Familiarity with Microsoft Office applications or similar  Able to work effectively in a busy office environment  Excellent telephone/ communication skills  Ability to analyse/ interpret information  Accurate data input skills and attention to detail | Knowledge of the geography of County Durham and surrounding areas  Awareness of Data Protection Act/ UK GDPR |
| Personal Qualities | Commitment to the provision of quality customer service.  Approachable  Confident  Attention to detail, accuracy | Advisory, negotiating and persuasive skills  Ability to handle hostile telephone calls |