**Manchester Local Care Organisation**

**Role Profile**

**Contracts Officer, Grade 7**

**Reports to: Head of Contracts**

**Job Family: Adult Social Services**

**Manchester Local Care Organisation**

Manchester is a vibrant and multi-cultural city where it’s citizens are at the heart of everything we do. As a cosmopolitan city, we pride ourselves in welcoming and celebrating diversity, drawing on the many cultures to continuous driving the city forward. With over 500,000 people living across the city, health and care services are at the centre of ensuring our citizens are supported to live independent and positive lives, improving outcomes for people in receipt of care in the community. This is where the Manchester Local Care Organisation comes in (MLCO).

The MLCO has been established by its partners: NHS Manchester CCG, Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership to integrate, plan and manage community health and social care across the City.  The goal is to improve outcomes for our citizens and support individuals to make informed choices about their health and care needs.

By working in an integrated setting, we are bringing community health and social care services together, removing barriers to seamless care for both patients and citizens accessing services.

**Key Role Descriptors:**

The role holder plays a critical role in delivering a range of commercial or

commissioning services to a consistently high standard. The services will deliver

value for money and ensure commercial viability in line with financial regulations in

order to meet the needs of local communities as well as the priorities of the Council.

The role holder will be responsible for the development of enhanced business

management practice to deliver high quality contract compliance and/or improved

commercial performance for the service.

The role holder will work in partnership with providers, partners, customers and

colleagues, to stimulate local communities to develop and provide personalised and

flexible services that deliver good outcomes for customers.

**Key Role Accountabilities:**

Ensure the development of a strategic approach to resource planning, procurement

and commissioning in order to deliver a cost-effective and efficient service. This may

be through contract management and service commissioning, or through the management of a business unit.

Provide expertise on commercial performance management and reporting issues to

help ensure that customer needs are met, services improve, value for money is

increased and performance against identified performance indicators improves.

Take a lead role in the analysis of current practice, including benchmarking against

models and options, and ensuring that consistency is maintained across the piece.

Effectively engage with a range of stakeholders, both internal and external, to ensure

the highest standard of service delivery.

Where appropriate, deliver quality assurance arrangements to support outcome

driven commissioning; monitor the stages of the contract management process

within the context of financial regulations and relevant legislation, and ensure

contractual arrangements, targets and objectives are delivered within agreed

timescales.

Oversee the production of effective and accurate management information, ensuring

that this is produced accurately and consistently to strict deadlines.

Roles at this level may be required to undertake management of resources. Staff

management may be through direct line management of a team (including

appraisals, performance management and other duties) or through matrix

management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is

positively valued, resulting in equal access and treatment in employment, service

delivery and communications.

**Where the role holder is disabled every effort will be made to supply all**

**necessary aids, adaptations or equipment to allow them to carry out all the**

**duties of the role. If, however, a certain task proves to be unachievable, job**

**redesign will be given full consideration.**

**Role portfolio: Contracts Officer**

The role holder will work in the Adult Social Care Contracts Team as part of the MLCO and will support a range of stakeholders including commissioning partners, Providers, operational front line teams and other departments in providing expert advice and guidance to senior managers and partners on contract related queries in respect of Adult Social Care services commissioned by the MLCO.

The post holder will be a primary source of information for all contract related queries and will support with the development of robust systems of contract performance management that enable activity and quality indicators to be specified, measured and monitored, and to ensure that appropriate management action is given to secure the effective delivery of services that represent value for money without compromising quality of care.

The role will involve working on projects within multi-disciplinary teams including close liaison with Providers and other associates. As such, the role requires effective interpersonal and project management skills. Contracts Officers will assist the senior members of the Team in the negotiation and the commissioning of contracts for social care services from a range of Providers.

The Team is very busy focussing on achieving value for money and high-quality services with the aim of securing improved outcomes for Manchester’s adult population. The role holder must be resilient and have a strong understanding of social care, contract and procurement legislation. The role will require close collaboration and partnership working with the MLCO wider commissioning support functions to successfully secure contractual agreements that reflect the strategic aims of the MLCO and MHCC.

**Key Responsibilities include:**

* Contribute to the development and implementation of contracting strategies and lead specific projects working within a project team and with stakeholders.
* Build effective partner relationships to innovate the design and processes for framework arrangements and contract management processes.
* Engage with external market to develop solutions to challenges the organisation and the City are facing.
* Maintain contract registers ensuring they are up to date, raising risks to senior managers as appropriate.
* Provide advice to service leads on contract management requirements when specifications are being developed.
* Lead contract performance analysis with Providers, advising on actions needed to manage performance and risk and escalate as necessary.
* All aspects of contract management with Providers including contract performance and compliance meetings, informing views on performance and recommendations of change, business continuity planning for supplier failure and contract administration.
* Monitor contracts within the context of standing orders, financial regulations and relevant legislation.
* Ensure there are good lines of communication both within the team and wider stakeholders so that Providers and contract management is informed and influenced through well informed business intelligence. Prepare reports, briefings and presentations to relevant internal and external stakeholders and organisations as required.

The Role Profile is an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties that may reasonably be required by their line manager. Although primarily based in the Town Hall Extension, the role holder may be required to ensure links are maintained with key partners on contracting issues in varying locations to effectively engage with a range of stakeholders and ensure the highest standard of contract service delivery is maintained.

**Contracts Officer - Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We show that we value our differences and treat each other fairly
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other

**General Skills**

* **Communication Skills:**
	+ Clear communicator with excellent writing, report writing and presentation skills.
	+ Capable of constructing and delivering clear ideas and concepts concisely and accurately:
		- for diverse audiences to understand and provide desired outcomes to,
		- for communication on complex matters and difficult situations, requiring persuasion and influence.
	+ Able to establish and maintain effective working relationships with other colleagues, organisations and managers both internally and externally.
* **Analytical Skills:**
	+ Confidence to manage a complex and diverse workload including the analysing of complex data.
	+ Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support based on the information received and interpreted.
	+ Able to take decisions on difficult and contentious issues where there may be a number of courses of action.
	+ Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend an appropriate course of action to address the issues.
	+ Able to demonstrate initiative and be proactive.
	+ **Planning and Organising Skills:**
	+ Demonstrate excellent judgement skills under competing priorities and pressure.
	+ Excellent prioritisation skills with the ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales.
	+ **Problem Solving and Decision Making Skills:**
	+ Strong decision making skills with the ability to think clearly and rationally under pressure of time and competing demands and interests to resolve complex issues.
	+ Problem solving skills and the ability to respond to sudden unexpected demands with the ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution.
	+ An ability to make independent decisions of a relatively uniform nature.
	+ **Commissioning Skills:**
	+ Ability to use the skills and knowledge of partners to inform commissioning intentions in a wide area of activity.
	+ **ICT Skills:**
	+ Numerate & IT Literate (full range of Microsoft Office Programs) ability to utilise business information systems to obtain and analyse data and present it effectively through a variety of ICT channels.
	+ **Commercial Skills:**
	+ Ability to monitor supplier performance and collect performance data and investigate and resolve issues.
	+ Demonstrates sound business intelligence and ability to identify commercially viable opportunities and secure value for money in service delivery.

**Technical Requirements (Role Specific)**

* **Qualification:**
	+ Educated to degree level in relevant subject or equivalent level of experience.
	+ Evidence of continued professional development in a relevant area.
* **Experience**:
	+ experience of working in a commissioning or contract management environment, ideally within a Health or Social Care setting.
	+ Good experience of using data and information to understand issues and to formulate recommendations and decisions.
* **Knowledge:**
	+ Having an understanding and experience of applying:
		- the principles of project management,
		- the commissioning cycle and,
		- procurement processes relating to public sector purchasing
* **Desirable:**
	+ Specialist knowledge of areas relating to the specific requirements of the post is desirable.
	+ Studying for and or possessing the Chartered Institute of Procurement and Supply Level 4 Diploma.
	+ Project Management qualification such as Prinnce2

*Prospective candidates are advised to apply based on the information within the Key Behaviours, Skills and Technical Requirements section as this is where a candidate will be shortlisted.*