**Manchester Local Care Organisation**

**Role Profile**

**Contract Support Officer, Grade 5**

**Reports to: Head of Contracts**

**Job Family: Adults Directorate**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (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.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will play a key role in supporting a range of commercial and commissioning processes.

The role holder will assist with the management of relationships with other stakeholders and the integration of the service with the surrounding retail and/or business environment.

**Key Role Accountabilities:**

Ensure all work carried out fits within the parameters of service level agreements and seek to maintain relationships with the business to ensure the highest standard of service delivery.

Work collaboratively with colleagues and stakeholders to enhance the role of the service throughout the Council and MLCO. Facilitate customer feedback and assist in identifying solutions to resolve issues to improve service delivery.

Coordinate the production and supply of accurate management information to support the needs of the service in line with agreed objectives. This will include the provision of accurate analysis support.

Liaise with externally contracted providers to where required, having full regard of value for money and agreed quality standards, working within financial regulations and the tendering and procurement processes.

Identify, interpret and extract information from a variety of sources, ensuring that outstanding information is followed up and ensuring the accuracy and consistency of information, using initiative to resolve problems.

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 roleholder 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 job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio: Contract Support 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 support the above by providing contract support in the form of administrative tasks and analysis for all contract related queries assigned to their portfolio and will support with the development of robust systems of contract performance management that enable activity and quality indicators to be specified, measured, monitored and any action required is taken.

The role will involve working closely with the Contract Officers on a variety of projects within a multi-disciplinary team approach including close liaison with Providers and other associates. As such, the role requires effective interpersonal and organisational skills. Contract Support 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 focusing 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 experience of providing administrative support in a complex organisation. 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 Provider Contract Review Meetings.
* Build effective partner relationships with internal and external stakeholders.
* Maintain contract registers ensuring they are up to date, raising risks to senior managers as appropriate.
* Operate the Team’s email inbox and co-ordinate the responses through the relevant channels as necessary.
* Support in the annual Uplift process through distributing letters, maintaining databases and updating relevant information systems.
* Provide administrative advice and support to the Contracts team.
* Support contract performance analysis with Providers, leading on actions to manage performance and risk and escalate as necessary.
* Monitor small value/risk contracts as assigned within your portfolio.
* 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. Organise agendas and co-ordinate meeting attachments through to minute taking and capturing actions.
* Good partner relations skills: enquiry response; feedback evaluation, tracking of enquires.

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.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

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

**General Skills**

**Administrative Skills**

* Skills to proactively maintain effective admin systems to meet the needs of team/service that covers a number of different disciplines.

**Communication skills**

* Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**Planning and Organising**

* Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

**People Management**

* Ability to organise own and others activities with an ability to carry out administrative planning for a specific service area.

**Analytical Skills**

* Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.

**Financial Management**

* Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

**Commercial Skills**

* Ability to collect and report on supplier performance data and apply basic procurement processes to routine procurement situations.

**ICT Skills**

* Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

* Experienced minute and note taker in a complex setting.