

**Manchester City Council
Role Profile**

**Contract Administration Officer (Business Support Lead Level 1), Grade
5**

**The Neighbourhoods Service, Growth & Neighbourhood Directorate
Reports to: Contract Manager**

Job Family: Business Support

Key Role Descriptors:

The role holder will act as a key member of the team in the provision of a quality, value-added business support.

The role holder will provide high quality, customer focused, flexible and timely business support directly contributing to the achievement of objectives of a high quality service.

The roleholder will play a key role in the development, maintenance and monitoring of effective management information systems to meet the needs of the service.

The role holder will effectively coordinate project work and lead on specific project work streams to support the delivery of a high quality service.

The roleholder may be required to provide high quality, professional, customer focused, flexible, timely and confidential secretarial support to senior management.

Key Role Accountabilities:

Accurately monitor best practice across a high quality service using management information to assess performance and outcomes.

Coordinate the effective deployment of resources to meet the support needs of the service, managing performance and development needs to achieve agreed project objectives and service priorities.

Coordinate the production and supply of accurate performance data and management information to support the needs of the service in line with agreed objectives.

Effectively contribute to the monitoring, evaluation and improvement of all business support activities and house-keeping protocols that support the needs of the service and corporate initiatives.

Provide accurate research and analysis support where required and produce a range of high quality communication, such as reports and briefing notes for various audiences and purposes including complex, confidential and sensitive correspondence.

Contribute effectively to the design, implementation and maintenance of high quality management information systems and business support activities, providing comprehensive advice to customers and stakeholders.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council, providing cover and flexibility where required.

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

Role Portfolio:

The Neighbourhoods Service

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe and green neighbourhoods where people choose to live, with access to employment opportunities and a high quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is

Creating jobs & growth

Promote **economic growth** and **investment** in the city to increase employment

Support the continuing growth of the **city centre** as a major economic drive

Enhance the reputation of the city by growing its retail provision and providing a **diverse cultural and leisure offer**

Connect residents, neighbourhoods and businesses through new and enhanced **infrastructure**

Places where people want to live

Create places that are **clean, green, safe** and **inclusive** with quality housing of different tenures

Good social, economic, cultural and environmental infrastructure with sustainable and resilient **active residents** and communities

Support thriving **district centres**

Increase recycling rates and reduce carbon emissions

Access to jobs for Manchester people

Maximise opportunities created by the **GM Devolution** agreement and city's capital programmes

Reduce worklessness by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city

Create **positive pathways** into work for young people

Continue to embed the work and skills agenda in **Public Sector Reform** delivery models

Waste, Recycling and Street Cleansing Role Portfolio:

The Waste, recycling and street cleansing functions are organised into two teams - a dedicated Contract Management Team to effectively manage the performance of the contract; and an Improvement Team to develop, co-ordinate and monitor a range of programmes and activity designed to change behaviour to reduce the cost of services.

The Contract Management Team manages the performance and compliance of the contractor through the Waste Collection and Street Cleansing Strategic Board. The team are responsible for developing and delivering the strategy for operational services, compliance and behaviour change at a Citywide level and working with Neighbourhood Teams to agree localised strategies at an area level. It will work with and influence the Greater Manchester Waste Disposal Authority and seek to shape central Government policies. The team will be responsible for improving the performance of the City's cleanliness, recycling levels and general environmental attractiveness.

The Improvement Team will be responsible for overseeing and delivering a continuous programme of behaviour change initiatives and campaigns for residents and visitors to the City, generating reductions in residual waste tonnages and making significant financial savings. The team will develop an approach that is strategic, targeted, evidence based and high profile to identify the most efficient measures to increase the cleanliness and reduce the cost of waste disposal in Manchester.

Business Support Lead Level 1 – Key Behaviours, Skills and Technical Requirements

Generic 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

Generic Skills

- **Interpersonal:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding. Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, influencing and negotiating when required.
- **Analytical:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
- **Project Management:** Ability to contribute to the project planning process and provide required information or resources in timely manner.
- **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution. Is able to make effective decisions on a day to day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary.
- **People/Performance Management:** Is able to inspire individuals to give their best to achieve a desired result and maintain effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

Technical requirements (Role Specific)

None