# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Contracts Officer

# Department: Business Services

# Grade: [Single](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status) Status 9

# Responsible to: Senior Contracts Officer

# Responsible for:

The Contract Officer role sits within the Business Services department, which helps ensure the Council can provide its whole range of services effectively. This role is part of the Contracts Team which is made up of Several service lines and delivers vital services to schools, academies and corporate sites.

The Contract Officer is responsible for assisting the Senior Contract Officer in the operational management of contracted facilities services. Building sound professional relationships with clients, stakeholders and suppliers to ensure effective contract delivery is achieved and monitoring the performance of suppliers through effective contract management processes.

The Contract Officer will provide, under supervision and direction from the Senior Contracts Officer, operational management on contracted facilities services typically covering a particular specialism or group of similar contracts, whilst working closely with service providers to ensure services are delivered at all times in line with contractual and customer expectations.

You will be working in a close knit team where client satisfaction is at the heart of what we do. This role is varied and requires a hybrid style of working, visiting sites, working from home and office based duties.

# Key tasks:

1. Provide technical support and advice in connection with services, specification development, operational delivery, and contract performance management.
2. Oversee day to day work of the contract support officers.
3. Attend and contribute to regular review meetings with external customers and contractors to ensure the contract is delivering on KPI’s and oversee operational improvements where needed.
4. Administer all allowable and routine service variations, change control and deductions in a contractual manner.
5. Assist the Senior Contracts Officer to ensure the service to schools SLA is delivered, ensuring inspections and client visits are undertaken.
6. Promote growth within the service through positive interactions with schools.
7. Support in the resolution of service issues or early stages of disputes with the contractor in line with agreed performance measures.
8. Proactively maintain a sufficient level of competency within contract management and nominated area of specialism.

# PERSON SPECIFICATION

# Essential education and qualifications

1. NVQ Level 3 professional business qualification

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Commercial awareness
2. Ability to pay attention to detail and accuracy
3. Able to take clear, concise and accurate minutes of meetings
4. Abililty to use of Microsoft word, Excel and PowerPoint
5. Communication skills with the ability to produce detailed written reports on technical matters for a broad audience, using influencing and negotiation skills
6. Ability to build sound relationships with customers
7. Administrative, organisational and analytical skills
8. Ability to manage a range of projects through to completion
9. Understanding of business supporting service teams
10. Knowledge of theoretical contract management principles
11. Practical experience of managing contracts
12. Experience of working with stakeholders
13. Experience of delivering excellent levels of customer service
14. Experience of project delivery
15. Team player
16. Ability to meet targets/deadlines
17. Committed to professional development
18. Committed to equal opportunities
19. Ability to meet the travelling requirements of the role

# Desirable key skills, abilities, knowledge, experience, values and behaviours

1. Knowledge of public sector

**Document version control:**

Date created/amended: May 2024

Name of person created/amended document: Sarah Hungerford

Job Evaluation Reference: 11899

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |