

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 7RT | Role Title | Contract Officer |
| Grade | PS7 | Reports to (role title) | Senior Contracts Officer |
| | | Directorate/School | Resources |
| JE Band | 228-268 | Service / Department | Land and Property |
| | | Date Role Profile was created | Oct-22 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | The role holder will need to balance and prioritise workload to ensure contracts are being administered in an efficient and effective manner. In addition to supporting the Senior Contracts Officer and FM team, the individual will be expected to deal with multiple stakeholders, in particular, working closely with the Contract Management function (procurement), peers, external consultants and contractors. The role holder will be responsible for providing budget management support and reviewing aged WIP and debt. They will support the Senior Contract officer in monitoring and reporting of framework contractors service delivery, performance and KPI's. The individual will also require close liaison with the compliance team to manage H&S related issues. |
| Work Context | Land and Property provide a wide range of services to the council, partners, schools and tenants. The service provides building maintenance, estate management, asset management and facilities management services across a wide range of buildings, throughout the county of Surrey. The role holder will need to liaise with colleagues within facilities management and the wider L&P team. The role will be based out of Woodhatch Place in Reigate, but given the nature of the work there will be a balance of remote / agile working and occasional attendance at suppliers sites. |
| Line management responsibility if applicable | None |
| Budget responsibility if applicable | No direct budget responsibility but will provide budget management support |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. <p>People & partnerships</p> <ul style="list-style-type: none"> Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Communicate and liaise with service users and/or external contacts, representing the team/service as required. <p>Resources</p> <ul style="list-style-type: none"> May assist in the management of a small budget or recovery of income. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Collate data, prepare reports/statistics to meet statutory/management information requirements. Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p> |

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| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically previous work experience in a relevant environment. |
| Details of the specific qualifications and/or experience if required for the role in line with the above description | Previous experience supervising service delivery contracts. Facilities Management related qualification desirable or willing to work towards. |
| Role Summary | Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level. |
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