



Role Title	Quality & Contracts Officer
Business Hub	Adult Services Commissioning
Pay Range / Scale	PO2
Purpose	
To manage and monitor relationships, contracts and risks across markets to ensure the effective commissioning and delivery of high-quality, cost-effective services and solutions that deliver positive outcomes for Waltham Forest residents. This includes monitoring a range of Adult Social Care supplier's performance and contractual standards to ensure the delivery of high quality, cost effective, safe services are delivered with positive outcomes for Waltham Forest residents and the Council. Contract performance and monitoring visits will be both planned and unplanned and may at times be coordinated with other system partners such as Safeguarding and Health colleagues. Ensuring performance frameworks are maintained, robustly monitored and writing reports which reflect the monitoring visits, identifying areas for improvement and risk, managing this process whilst keeping system partners informed of monitoring outcomes. Contract monitoring and visits may take place locally to Waltham Forest as well as in and out of London, as required.	
Generic Accountabilities	End Results / Outcomes
Plan, organise and deliver own work to provide effective support to the service area.	Work is completed on time and to the required standards. Changes to priorities are accommodated. Customers / stakeholders are satisfied with the service provided.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Provide advice and support to colleagues, customers / stakeholders. Receive, review and respond to queries / complaints within area of responsibility. Resolve where appropriate or escalate further as required.	Accurate, relevant advice, information and support are provided within area of responsibility. Appropriate action is taken to identify and resolve the issue or escalate as appropriate. Risk to the service area / customers is identified, mitigated and improved.

Provide effective contract management (performance includes quality and audits), undertaking visits, scheduled in contract monitoring meetings, responsibility for setting agendas, minuting and sharing information with other commissioning staff and updating records.	Robust contract monitoring with all scheduled contract monitoring meetings completed on time with agendas circulated in advance. Quality assurance evidenced through provider visits, monitoring, performance frameworks and audits undertaken as planned; findings documented and shared promptly and relevant frameworks updated. Accurate records maintained with minutes produced and distributed within agreed timescales; actions tracked and closed. Collaborative information sharing with key performance and quality data shared with contracts and commissioning colleagues to inform decisions. Compliance Achieved Contracts monitored against KPIs and quality standards; non-compliance escalated and resolved.
Contribute to projects / service initiatives as required.	Project tasks are delivered to agreed specification, timescales and budgets.
Create documents and other materials to support the service area.	All documents /materials are produced according to procedure and to the required standards and timescales and may at times require joint reporting and collaborative work.
Collate process and analyse information. Ensure all required records and information are maintained correctly and issues are escalated promptly to support resolution.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.

Prepare and present results / responses / reports / recommendations. Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored, maintained and improved.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised; progress and implications are reported. The council's position is clearly stated. Safeguarding contractual standards are monitored and maintained in compliance with Council policy. Collaborative work is required to support safeguarding practices and protocols.
Provide advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion or escalated if appropriate. Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities/ identifying risk to support service delivery / promote the service area.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.

Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Deliver partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are understood and complied with.
Job Specific Accountabilities	

Monitor and report on performance of contracts/service level agreements or Care Act responsibilities within area of responsibility as required.	Quality, performance and / or other management information gathered and is provided accurately to the required timescales. Supplier / delivery partner performance is monitored and areas for improvement are identified. Action / Improvement Plans are developed, and compliance is monitored. Monitoring is completed in a timely manner Identify any areas of concern are identified and where appropriate escalated for further review by budget holders and / or manager. Regulatory bodies are alerted to significant areas of concern as appropriate. Monitoring outcomes are shared with service providers. Relationships with providers are open, collaborative and Constructive. Contract monitoring and relationship management relationships are cost effective and proportionate to the risk and value of each contract.
Manage, monitor and analyse risk across a range of domains including reputational, financial and quality for designated contracts and markets, ensuring that risk management achieved through a multi-disciplinary approach which is effectively communicated, and a proactive response is taken to minimise and mitigate those risks	• Market risks will be recognised, understood, captured with mitigating and preventative measures that will be led and responded to through a risk matrix process • Acts and/or responds appropriately to avoid reputational and financial risk escalating whilst considering multiple perspectives • Individual provider risks will be managed through a multi-disciplinary approach with direct involvement of service areas, regulatory bodies, other authorities

Ensure that outcomes from monitoring activity are clearly and accurately captured	Accurate accounts of contract & quality performance monitoring meetings & visits are documented, stored and shared appropriately. An evidence base on provider performance is developed and in place. Provider performance is reported accurately and concisely to a range of internal and external stakeholders as required
Deploy a range of monitoring approaches and techniques	Provider premises are visited on an announced and unannounced basis. Contract monitoring visits are proactively scheduled and in place. Telephone interviews/questionnaires are used to obtain service user feedback.
Contribute to the commissioning cycle, including: - o Undertaking baseline performance and activity analysis - o Supporting market engagement, including current and potential suppliers. - o Capturing the voice of service users and residents - o Contributing to service development and design - o Managing contract mobilisation	• Uses available information and exhibits best judgement in making effective and timely input into decisions, even in the face of ambiguity • Looks for and shares ways to achieve more cost effective and profitable operations through being involved in resource discussions and process improvement decisions bringing sound and business judgement • Knows, understands and supports the organisations commercial and business priorities and is able to translate these into identifiable actions and positive results for the organisation • Service users, their families and residents understand how they can contribute and participate in service development and that they feel their voice has been heard • Service user feedback will demonstrate engagement and satisfaction

Take the lead role in managing day to day provider relationships within specific markets and for specific contracts.	• Is able to demonstrate a broad range of commercial skills, and is able to resolve difficulties through negotiations and leadership
Apply a thorough understanding of the environment to independently identify risk factors, probability of occurrence and impact. Recommend or implement appropriate treatment measures and escalate when appropriate and ensure visibility of risk at management level.	• A broad spectrum of risk is identified at the earliest opportunity and managed effectively and mitigated where possible. • Risks will be recognised, understood, captured with mitigating and preventative measures that will be led and responded to through a risk matrix process • Risk will be effectively escalated and due diligence provided to ensure control measures are in place • Proactive management of provider concerns, provider failure, sharing information, ensuring SMART improvement plans are in place • Robust management of contracts taking into account all quality issues and undertaking audits/ visits and ensuring engagement is occurring across markets. •

Cultivate strong operational relationships with the market to bring together the development of solutions, engagement activities in order to support providers from the outset, and to fully understand and respond where appropriate the impact of any action from the Council or the CCG.	• Understands and applies the principles of supplier relationship and partnership working • Is able to identify, manage and negotiate through supplier relationships. • Demonstrates a broad range of commercial skills, and is able to resolve difficulties through negotiations and leadership • Internal and external communications will be transparent and information will be shared as a continuum
Be clear about who the customer is in complex relationships and partnerships, and communicate in the appropriate manner to a range of audiences	• Evidence of effective communication within complex relationships including complaint handling • Demonstrate strong supplier relationship skills where customer expectations have been exceeded • Can articulate organisations governance procedures • Has developed skills to ensure engagement at varying levels is delivered including communications with our users and their families • Uses well developed written and verbal skills to communicate facts and ideas in a timely manner
Fully understand and support the organisation's internal systems and processes, including operational services, procurement, legal, finance and the political requirements that must be followed to deliver the teams work programme and achieve compliance	• Has an established peer network to demonstrate understanding of knowledge within these parts of the organisation • Demonstrates sharing of ideas to support future commercial success and shares these with internal and external stakeholders as appropriate

Ensure that risks to service users and the Council are identified and managed effectively	Providers comply with statutory and regulatory duties, Council policies and contract terms and conditions and service specifications are effectively managed and monitored. Risks to the Council, residents and partners are logged and managed in an effective and systematic way and issues are dealt with in a timely, effective and sensitive way. Safeguarding issues are resolved quickly and effectively with a positive outcome for the service user by engaging with stakeholders Themes for future provider training/provider forums are Identified
Nature of Contacts Dealing with elected members, directors, managers and operational staff (as required) from the Council, external suppliers/partners and external agencies (e.g. regulatory bodies). Liaise, communicate and build relationships with customers / providers / stakeholders to offer advice and deal with queries or complaints. May involve dealing with challenging behaviour. May involve direct contact with members of the public, including dealing with challenging and sensitive situations.	
Procedural Context Reports to the Quality & Contract Manager. Managing relationships with a range of providers from the public, private and voluntary sectors ensuring the Council's commercial interests are protected and resolving disputes in a professional manner. Conducting visits to provider premises to carry out contract monitoring meetings, audits and checks to ensure compliance with contracts and statutory requirements. Placing embargos/suspensions or sanctions on underperforming providers and dealing with issues from service users as and when required.	

Monitoring contracts for safeguarding risks and resolving issues swiftly and effectively, reporting breaches to appropriate statutory bodies.

Responsible for the contract, supplier and quality relationship (market management)

Key Facts and Figures

Supporting the delivery of the Waltham Forest Commissioning Function.

Has responsibility for ensuring contractors / providers delivered to agreed standards

May involve monitoring / processing /reconciling significant financial transactions / budgets.
Appropriate DBS required.

Resourcing

Budget Responsibilities: None.

Supervisory Responsibilities: No direct reports.

Competency Level: Principal Officer/Manager

Knowledge, Skills and Experience

Experience of managing contracts, delivering

improvements in services for users and cost savings and demonstrable commercial intelligence

Experience of relationship management, including providing robust challenge and working with providers to deliver improvements

Knowledge and experience of operating in a complex local authority, or similar, environment ☐ An understanding of good practice in contract and quality management

Ability to manage, interpret and present large amounts of performance and other data from providers, highlighting key messages and areas of strength and weakness

Excellent ICT skills, including the ability to full utilise Microsoft Office products, particularly Excel (essential) and Access (desirable)

Experience in financial management

Excellent organisational and administrative skills

Excellent written and spoken communication skills

Indicative Qualifications



Educated to degree level or equivalent by experience

Relevant professional qualification (desirable)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.