**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Senior Contracts Officer | **Grade**: PO3 |
| **Section:** Contracts & HR | **Directorate:** Children’s Services |
| **Responsible to following manager:**  School Support and Contracts Manager | **Responsible for following staff:**  2x Contracts Officer |
| **Post Number/s:** E5226 | **Last review date:** 01/04/2023 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To monitor the performance of catering and cleaning contracts let by the council on behalf of schools. To support schools in their interactions with the contractors and other related issues.

**Specific Duties and Responsibilities**

1. Responsible to the School Support and Contracts Manager (MG1) for the management and monitoring of the Children’s Services Department’s Catering and Cleaning contracts.
2. Deputises for the School Support and Contracts Manager (MG1) in absence in all Contract related aspects of his post.
3. To lead, manage and motivate the above team of staff giving support and direction as appropriate. Sets their work standards and ensures their personal and professional development are achieved.
4. To assist in the development of the catering services in School within the overall Council policy and, in liaison with Headteachers and contractors maximise the uptake of the school meals.
5. To attend the School’s Food Group on a termly basis to discuss and prepare for future developments in school meals.
6. Responsible for the development of the whole school approach to food in schools through working with the catering contractor and breakfast club food providers to make sure that all food provided in schools (both before / during / after school) meets the School Food Standards.
7. Work collaboratively across public health, Children’s Service’s, and other council teams to ensure schools have the tools, skills and confidence to deliver a healthy efficient food service.
8. Manages the schedule of visits, ensuring that all sites in the contracts are monitored regularly to the standards as laid down in the contracts.
9. Ensures that the trading account is maintained and the quality of service to the schools is of the highest standard and assist with the preparation, reviewing and evaluating of the service requirements.
10. Monitors the performance of the contractors against the specifications for all aspects of the contracts, inspecting routine and scheduled works on both a regular and random basis, visiting schools as required.
11. Advises contractors of poor performance as detailed in the monitoring reports, raises rectification and default notices, keeping records of visits and inspection reports. Raises orders to the contractors to carry out seasonal or authorised additional work.
12. Manages and monitors the budget for the equipment Insurance scheme under the catering contract, currently in excess of £300,000, and authorises expenditure.
13. Responsible for liaising regularly with the Contractor's Management Team to report performance issues and discuss developments to the service for the catering and cleaning contracts.
14. Meets with catering contractor to agree following terms - menu, theme days, marketing the service and variations to the contract.
15. Meets regularly with headteachers and site users to discuss the quality of service, liaising between governors, headteachers and contractors on matters of complaint or service development.
16. Assists the School Support and Contracts Manager in the preparation of future specifications and tender documents, ensuring that the site profiles are accurate at the time.
17. Responsible for ensuring that all records of complaints are logged and responded to in the specified time frame, listing the nature of the complaint, results of investigation and action taken.
18. Ensures that the contractors and Schools comply with Health and Safety, Hygiene, and other relevant legislation. Acts as an advisory role to Headteacher and governors on all legislative matters associated with the contract specifications.
19. Assist Schools in the interviewing, recruitment, and training of Premises Officers.
20. Maintains a specialism in the contract field keeping up to date with service developments and changes to legislation in this field, advising colleagues within the monitoring team on any area of the specialism providing guidance and training where necessary.
21. Responsible for providing statistical information on service provision and data for performance measures.
22. Liaises with the contractors and Headteachers on equipment maintenance issues and ensures that essential maintenance is carried out to a satisfactory standard and within agreed timescales to meet Health and Safety legislation.
23. Responsible for investigating variances and anomalies in school meal returns; organising periodic checks on School Meals Returns and paid meal registers including those related to debts ensuring that income is maximised; and training school administration staff on new procedures as appropriate.
24. Supports the School Support and Contracts Manager with the planning and development of new and remodelled kitchens and liaises as appropriate with Buildings and Development Section and contractors.
25. To assist the School Support and Contracts Manager in reviewing monitoring systems to enable the Authority to fully discharge its responsibility and maintain optimum service delivery.
26. Undertakes other duties commensurate with the grade as directed by the School Support and Contracts Manager

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* Responsible for the direct line management of the following staff

Contracts Officer 2 x SO1

* Willingness to use own transport to visit sites.
* Need to have a flexible approach to working hours and work practises.

**Team structure**

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** | |
| 1. Knowledge of contracting procedures and legislation. |  | ✓ | A / I | |
| 1. Knowledge of relevant legislation in relation to all disciplines. | ✓ |  | A / I | |
| **Experience** | **Essential** | **Desirable** | **Assessed** | |
| 1. Experience of contract practices. |  | ✓ | A / I | |
| 1. Experience of monitoring contracts. | ✓ |  | A / I | |
| 1. Experience of multi-unit management or working in a multi-unit operation. | ✓ |  | A / I | |
| **Skills** | **Essential** | **Desirable** | **Assessed** | |
| 1. Ability to work effectively under pressure. |  | ✓ | A / I | |
| 1. Ability to communicate effectively with other council departments, contractors, school personnel, parents and pupils. | ✓ |  | A / I | |
| 1. Ability to evaluate working practices against the agreed specification. | ✓ |  | A / I | |
| 1. Ability to use computerised systems such as Word, Excel, Outlook |  | ✓ | A / I | |
| 1. Ability to co-ordinate and prioritise work in a busy environment. |  | ✓ | A / I | |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** | |
| 1. Intermediate Food Hygiene Certificate | ✓ |  | C | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**