

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Contract Compliance Officer (Mutual Services)	Grade: PO2
Section: Client Services	Directorate: Environment and Community Services
Responsible to following manager: Leisure and Culture Contract Manager	Responsible for following staff:
Post Number/s: HCS82	Last review date: 2015

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

- 1: Responsible to the Leisure and Culture Contract Manager for the supervision and monitoring provision of the Leisure and Culture Mutual Contract. Assist in the successful compliance of the Contract, contract administration and retendering of this contract when required.

Specific Duties and Responsibilities

2. Undertakes programmed and ad hoc visits to the Leisure and Culture Mutual Contract premises to check that the operational methods, procedures, quality and standards laid down in the contract and in the contractors submission are adhered to, and reporting any findings to the Leisure and Culture Mutual Contract Manager.

3. Ensures the consistent delivery of high quality, value for money, efficient and effective services, which comply with the Council's statutory responsibilities for the above contract including: -
 - Parks services
 - Bereavement Services
 - Leisure and Sports Services
 - Putney School of Art and Design
 - Filming and Events Service
 - Parks Police
 - Civic Suite and Community Centres
3. Maintains records of contract performance, recommending the issue of site rectification notices where appropriate. Prepares, issues and records notices as directed by the Leisure and Culture Mutual Contract Manager, in accordance with contract requirements.
4. Drafts reports and letters dealing with enquiries, suggestions and complaints from members of the public, within agreed corporate performance targets.
5. Ensures that the contractor adheres fully to the requirements of the Health and Safety legislation and regulations requirement within the contract in all areas, including those related to , bereavement services, parks , filming and events, Putney school of art and design and the civic suite and community centres . Ensure the maintenance of a safe environment for both customers and staff.
6. Attends meetings as directed by the Leisure and Culture Contract Manager. Liaises with external organisations, including the public and contractors as required. Assists as required in reviews of performance measures.
7. Ensure that financial, usage and performance management information is provided by the contractor within timescales and that it is relevant, comprehensive, and accurate.
8. Produce appropriate monitoring documentation and implement a robust monitoring system to ensure the effective delivery of services.
9. Act upon the findings of monitoring, working in partnership with other Council services and organisations to ensure the development of improved performance for customers and the borough residents.
10. Liaise with the contractor and recommend changes to fees and charges as part of the council's annual review programme.
11. Ensure that appropriate inspections are carried out of plant, equipment and buildings, with input from the Council's Design Service and/or any other appropriate team responsible.

12. Keep a list of potential capital expenditure investment projects (both WBC and contractor's priorities). Liaise with Design Service to provide quotes on these projects, in preparation for any potential funding bids.
13. Liaise with the property management group for all issues relating to the mutual property and land portfolio.
14. Liaise with the Council's press office with the aim to increasing press coverage of Successes and achievements within the contracts.
15. Contribute to the formation and delivery of the Client Services targets, such as the Annual Quality Performance Review (AQPR), business plans and strategies.
16. Ensure the contractor updates emergency procedures and complies with the Council's business critical response systems.
17. Be aware of any sensitive information held by your section and ensure adherence to the Council's information security policies and the requirements of ISO 27001.
18. Assist the Leisure and Culture Contract Manager in arranging and servicing (producing agendas, minutes etc.) a regular programme of client, contractor meetings to review contract performance.
19. Deputises for the Leisure and Culture Contract Manager in this area of work and provides cover by attending meetings when necessary.
20. Assists the Leisure and Culture Contract Manager in monitoring the contract budget.
21. Leads on the management of the retendering of the contract for the Leisure and Culture Mutual Contract including liaising with the existing provider, other key stakeholders and internal stakeholders in the Council. Attends Procurement and committee meetings and drafts reports for consideration at committee.
22. Negotiates with the Leisure and Culture Mutual Contract provider terms and conditions of operation for the contract and seeks any authority necessary to modify the contract in conjunction with the Leisure and Culture Contract 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 profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure

Organisation Chart Client-Side Services

Joanna Shearer
Leisure and Culture Contract Manager

Part Time (18
hrs) Contract
Compliance
Officer (
Mutual
Services)

VACANT
FT Contract
Compliance
Officer – Mutual
Services

Full Time
Contract
Compliance
Officer –
Leisure Mgt
Services

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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.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge / experience	Essential	Desirable	Assessed
Experience of working within a related environment with transferrable skills	x		A/I
Experience of developing and implementing performance management systems relating to performance monitoring and service improvement	x		A/I
Up to date knowledge of current legislation, policies and strategies in the leisure and culture industry at a national, regional and local level	x		A/I

Knowledge and awareness of health and safety legislation, processes and procedures and their relationship to leisure and culture facility management	x		A/I
Experience of supervising contractors, with the ability to instruct, manage and motivate staff, in order to deliver a high quality service	x		A/I
Experience of applying numeracy skills in order to provide accurate reporting and recording of financial and other statistical information including performance figures and annual charges	x		A/I/T
Skills	Essential	Desirable	Assessed
Ability to follow procedures methodically and professionally and to record data, information and other documentation focussing on detailed requirements	x		A/I/T
Excellent communication and interpersonal skills, with the ability to converse with key people (including contractors and the public) and develop new networks using a range of methods, including; oral, written, telephone and at meetings	x		A/I
Ability to prepare written reports for Senior Management	x		A/I/T
Proven IT and web based skills, with experience of using key applications within the Microsoft Office suite	x		A/I/T
Ability to work alone and effectively to prioritise workload to meet the demands and deadlines of the job	x		A/I
Must be flexible and adaptable and have the ability to cope with ever changing priorities	x		A/I
Must be capable of making decisions and using initiative	x		A/I
Must be able to demonstrate innovative solutions to problems	x		A/I/T
Practical experience of working in public leisure and culture or facility management or related environment		x	A/I
An understanding of the operational management and maintenance of leisure and culture facilities including plant and equipment		x	A/I
Qualifications	Essential	Desirable	Assessed
Degree level or equivalent by experience		x	A

A – Application form / CV
I – Interview
T – Test
C - Certificate

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