

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Contracts Officer	Grade: SO1
Section: Contracts	Directorate: Children's Services
Responsible to following manager: Senior Contracts Officer	Responsible for following staff:
Post Number/s:	Last review date: Unknown

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 Senior Contracts Officer for the monitoring of cleaning and catering within the allocated units in the Children Services Department.
2. Monitors the performance of all contractors against the specifications of the services provided.

3. Undertakes routine and scheduled school inspections on both a regular and random basis as and when required.
4. Advises contractors of poor performance, raises rectification, variations and default notices, keeping records of visits and inspection reports.
5. Produces detailed reports on all service areas and compiles minutes of meetings.
6. Meets regularly with the contractors to discuss performance, modifications, and future service developments.
7. Meets regularly with headteachers and other site users to discuss the performance of the contracts, dealing with service developments and day to day issues.
8. Meets with school councils, pupils and parents to discuss service improvements. Attend ad-hoc meetings with governing bodies.
9. Assists the Senior Contracts Officer / School Support and Contracts Manager in the preparation of future specifications and tender documents.
10. Maintains records of complaints, listing the nature of the complaint, conducts investigations as appropriate and takes relevant action as required.
11. Ensures that Health and Safety, Food Hygiene and COSHH regulations and all other relevant legislation that comes into being is observed and applied by the contractors and schools.
12. Advises schools on the purchasing of heavy and light equipment from approved suppliers.
13. Liaises with the Schools on equipment maintenance issues and ensures that essential maintenance is carried out to a satisfactory standard and within agreed timescales. Check's school evidence regarding the servicing of kitchen equipment and gas safety checks and follows up as required.
14. Liaises with Environmental Health Officer and takes appropriate action on EHO reports with the school and/or contractor.
15. Provides training to premises officers on contract monitoring and defaulting procedures.
16. Keeps up to date with the latest flooring products / methods and advises relevant parties accordingly.

17. Maintains specialisms in the contract fields of Catering and, Cleaning and keeps up to date with service developments and changes to legislation in these disciplines.
18. Advises colleagues within the monitoring team on relevant updates and legislations providing guidance and training where necessary.
19. Provides monthly performance statistics to the Senior Contracts Officer in relation to the Councils performance measures.
20. Processes checks for free school meal eligibility using the FSM Check system.
21. Advances the healthy school's agenda through attending meetings and seminars and advising schools as required.
22. Undertakes any other duty commensurate with the post as directed by the Senior Contracts Officer / School Support and Contracts Manager.

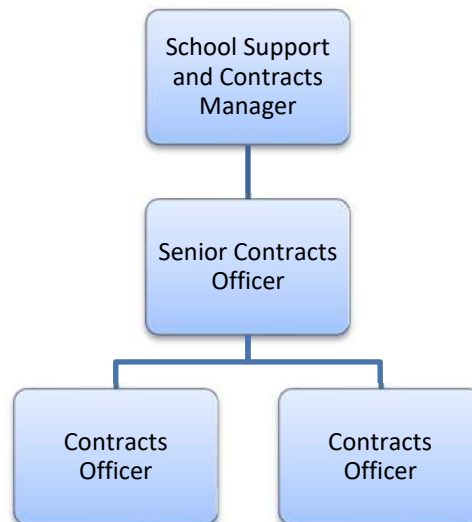
Generic Duties and Responsibilities

- 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 profile is not intended to be an exhaustive list of 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

- Willingness to use own transport to visit sites.
- Need to have a flexible approach to working hours and work practises and the ability to work without supervision.

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.

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
2. Knowledge of relevant legislation in relation to all disciplines.		✓	A / I
Experience	Essential	Desirable	Assessed
3. Experience of contract practices.	✓		A / I
4. Experience of monitoring contracts.		✓	A / I
5. Experience of working in a multi-unit operation.		✓	A / I

Skills	Essential	Desirable	Assessed
6. Ability to work effectively under pressure.		✓	A / I
7. Ability to communicate effectively with other council departments, contractors, school personnel, parents and pupils.	✓		A / I / T
8. Ability to evaluate working practices against the agreed specification.	✓		A / I
9. Ability to use computerised systems such as Word, Excel, Outlook		✓	A / I
10. Ability to co-ordinate and prioritise work in a busy environment.		✓	A / I
Qualifications	Essential	Desirable	Assessed
11. Intermediate Food Hygiene Certificate	✓		C

A – Application form / CV

I – Interview

T – Test

C - Certificate