

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

SECTION A: Role Profile

Post Title	Contract Support and Compliance Officer	Post No	CS258
Directorate	Economy and Infrastructure		
Division	Environmental Services		
Band and Salary	Band E £37,035 to £ 42,708per annum. Incremental progression is subject to performance.		
Responsible to	Head of Waste and Recycling		
Location	Moat Lane Depot/Hybrid Working (requirement to work in the office minimum 3 times per week)		
DBS Check	Not Applicable		
Special Conditions	May be required to attend meetings and events outside normal business hours		

Role Purpose

To provide comprehensive contract management support across Environmental Services, including monitoring and reviewing performance of the councils Strategic Environment Contract.

Working with the Heads of Service and Data Managers – to ensure that all monthly payments and elements related to the contractual payment mechanism are correct and maintained and monitored.

To lead on the procurement and general management of key departmental assets e.g. wheeled bins, ensuring value for money, quality and continuous service provision is provided.

To take a lead role in managing and providing administrative and financial support to all departments within Environmental Services.

Role Responsibilities

- To formulate, monitor and deliver audit programmes to ensure all contracts and the council's financial regulations are adhered to.

- Lead on the development of financially related policies and procedures to improve quality of service delivery in relation to Environmental Services
- High level budget monitoring – produce summary accounts for all service areas to support the Environmental Service Managers Providing finance summaries and budget information.
- To update and monitor sundry debtor accounts and purchase orders, keeping accurate records in accordance with all Council financial regulations and guidance.
- To manage specific projects to support the service, to include research, analysis and interpretation of policy documents and production of briefings /feedback as necessary.
- Managing the timely raising of invoices and relevant payments to all operations covered by Environmental Services in line with the authority's financial regulations and standing orders.
- To manage the ordering and payment system for goods and services, ensuring that financial regulations are adhered to.
- Lead on the procurement of critical equipment supply, ensuring all regulations are adhered to and product quality and value for money are achieved at all times – by carrying our regular market testing and competitions.
- To ensure effective supply chain management including benchmarking of suppliers/sub-contractors ensuring value for money is achieved at all times.
- To ensure that appropriate stock control measures are in place to effectively manage the departments assets through a central stores function. Ensuring that there is sufficient stock of key pieces of equipment, e.g. wheelie bins, at all times.
- To work with the Environmental Services Management Team and ICT to progress the Digital Strategy for Environmental Services including development stage testing and updating process maps and service data.
- Engage and influence relevant stakeholders in delivering required outcomes.
- Preparation of reports, attendance and presentation at committee meetings and other working groups and agencies and liaison with members on relevant issues
- To promote effective and continuous consultation and dialogue with key stakeholders on behalf of the council within specific areas of responsibility of the post holder and to support colleagues in cross service issues.

PEOPLE

- The post holder will have direct line management responsibility for the Contract Support Team which consists of 2 full time post equivalents.

FINANCIAL

- Effectively manage all budgets devolved by the line manager by ensuring that accurate estimates are produced and that financial monitoring of budgets is maintained and reported to the appropriate manager.
- To identify, implement and deliver efficiency savings in accordance with the council's finance strategy.

BUILDINGS AND EQUIPMENT

- Manage the efficient use of allocated resources including equipment for the delivery of the service and make best use of available technology.
- Responsible for the management of the office environment and all office related matters – including managing and maintaining the relevant risk registers.

Undertake any other duties that are commensurate with the grade of the post.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	<p>Educated to A Level or have an equivalent Level 3 qualification</p> <p>or</p> <p>Ability to demonstrate relevant experience working in a contract management /administrative role.</p>		<p>Application Form</p> <p>Certificates</p>

Experience & Knowledge	Proven working knowledge of administrative practices and techniques.	Experience of using financial systems e.g. IProc	Application Form Interview
	Experience of managing and monitoring budgets and accounting for expenditure.		Interview
	Knowledge of contract management principles.	Understanding of contract management and working with contractors	Application Form,
	Experience in monitoring effective supply chains and management of assets (stock).	.	Application Form Interview
	Experience of leading and motivating a team		Application Form
	Experience of working in a customer focused environment	Experience dealing with complaints and resolving issues	Application Form Interview
	Experience in the planning, management and delivery of projects.		Application Form
	Experience of Microsoft Office applications (or equivalent).	Experience of using Oracle customer relationship systems or similar	Application Form Interview

Skills & Abilities	Highly developed planning and organisation skills able to prioritise workload to meet conflicting deadlines.		Application Form Assessment
	Effective written and verbal communication skills to engage with a variety of audiences and stakeholders.		Application Form Interview
	Able to work on own initiative to solve problems.		Interview Assessment
	Ability to research, analyse and interpret data and information from various sources and produce reports, briefing documents, policies and procedures.		Interview
	Attention to detail with ability to produce accurate, high-quality work under pressure.		Interview
	Negotiation skills		Interview
	Ability to maintain confidentiality		Interview

Core Behaviours	Excellence - With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working.	Interview
	Trust and Respect - You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect	Interview
	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview

	Responsibility - You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.	Interview
	Leadership - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

Compiled/Reviewed by	Kalen Wood (Head of Waste and Recycling)
Date	Updated 17.06.24

Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.