


## GLPC Job Description

	<b>Job Title</b>	Contract Support Officer
	<b>Directorate</b>	Neighbourhood & Regeneration
	<b>Department</b>	Public Realm
	<b>Grade</b>	SO1
	<b>Reports to</b>	Contracts Manager
	<b>Staffing Responsibility</b>	None

### Job Purpose:

To provide administration and contract support to the Contracts Manager responsible for Integrated Waste and Cleaning contract and Grounds Maintenance contract.

This includes facilitating and minuting contract monitoring meetings; ensuring contracting governance is observed, maintaining and regularly reviewing contract records, including performance Indicators, programme of works, liaising with the Neighbourhood Management and Parks team and informing Ward Councillors of intended works in their respective Wards.

Contributing towards providing an efficient waste collection and grounds maintenance service to our residents.

### Principal Accountabilities and Responsibilities:

1. To maintain electronic filing systems for the Council's Integrated Waste and Cleaning contract and Grounds Maintenance contract ensuring that decisions and action logs sent out to all stakeholders with clear action dates
2. Support the Shared contract and Data hub team on a day to day basis allowing works to be completed by the contractors
3. Daily contact with the contractors supported by the shared contract and data hub dealing with issues or getting updates for completed works helping to improve the service
4. Support the Contracts Manager with ongoing projects, ensuring the programme of works is updated, contractor issues dealt with and informing the team of any delays or issues that are impacting project delivery
5. To support the Contracts Manager with general record keeping of service instructions issued to contractors, when service is due, and when the service has been delivered.
6. To support the Contracts Manager by acting as an initial point of contact for Cllrs and stakeholders, triaging incoming correspondence, including casework and telephone calls as appropriate, ensuring that all incoming correspondence is acknowledged, and that the Service meets its Customer Charter obligations.

7. To liaise with the Council's Web Team, ensuring that ad-hoc service updates are communicated on the Council's website.
8. To liaise regularly with the contractors, ensuring accurate information for work completion is obtained and for works to be carried out in a timely manner.
9. To ensure KPI measures can be reviewed at monthly contract meetings. Take a lead on interrogation of KPI figures supplied by contractors and highlight issues to the Contracts Manager.
10. Interrogate reports and update the Contracts Manager on the Council's 'Fix my Street' reporting system.
11. Support the Contracts Manager with verification of monthly invoices from contractors against the works completed and ensuring correct charges have been applied.
12. Regularly monitor and update finance spreadsheets, raise purchase orders and invoices using up to date and accurate information.
13. To ensure contractors/suppliers provide timely documents / certificates /Photos which are required for scheme completion, in accordance with agreed time-frames.
14. To prepare and send out meetings invites, agendas, relevant reports in advance of the meeting. Provide the Contracts Manager with brief appraisal of key issues ahead of meeting.
15. To support the Contracts Manager by providing administration support for the Shared Contract and Data Hub, including attendance at meetings and the production and circulation of minutes, prioritising workload as necessary.
16. Support the Contracts Manager in compiling regular reports from the contractors IT system
17. Ensure the contractor submits the monthly report in time for the monthly contractual meeting.
18. To lead on raising Purchase Orders/invoices for the teams using the council's financial system, and to ensure that invoices are submitted correctly and subsequently receipted in accordance with financial procedures.
19. To lead on resolving minor financial issues where there is a dispute over payment requiring investigation into the payment history and communications between the Council and an external contractor.
20. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
21. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
22. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

23. Undertake any other duties commensurate with the general level of responsibility of this post.

<b>DBS Status</b>	Not required
<b>Politically Restricted</b>	No

## Person Specification

	<b>To be identified by:</b> <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i>
<b>Qualifications:</b>  N/A	

<b>Knowledge:</b>	
1. In depth knowledge of the Microsoft Office Suite, and other processing packages.	A
2. Knowledge of local authority governance and decision making protocols.	A
3. An awareness of local authority Contract Standing Orders, and the Equalities Act (2010).	I

<b>Experience:</b>	
1. Significant experience in a role providing expert secretarial and administrative support, including diary and inbox management.	A
2. Experience of working with the public or private sector – either through a public/private partnership or on the supply side.	A
3. Experience of using modern meeting and conferencing systems; both online tools and telephone conferencing facilities.	A
4. Relevant experience of supporting a large organisation in a changing environment.	A
5. Demonstrable experience of managing large secure filing systems, both physical and electronic.	A
6. Experience of working in a contract/commercial management environment.	A
7. Experience of working within a environment field, such as waste collection, grounds maintenance, street cleansing etc.	A
8. Experience of drafting high quality written responses to a variety of stakeholders (suppliers, senior managers, elected members).	A

**Skills and abilities**

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|---|-----|
| 1. The ability to track multiple incoming and outgoing deadlines, and chase relevant officers when deadlines approach.          | I   |
| 2. Excellent IT skills, including a fast and accurate typing speed.   | I   |
| 3. The ability to prepare documents to a high presentational standard.  | I   |
| 4. Excellent communication skills, both verbal and written.   | I   |
| 5. The ability to tailor the tone of written correspondence in accordance with the stakeholder or circumstance.                 | A I |
| 6. Excellent listening skills, and the ability to concisely record decisions, often made about fairly technical subject matter. | I   |
| 7. The ability to accurately transcribe recorded interviews / meetings  | I   |