

Job Description

Job title	Senior Contract Management Officer – Homecare and Extra Care
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 6
Reports to	Programme Lead – Accommodation and Registered Services

Main purpose of the job:

Lead on the contract management of the Support to Live at Home Service. The Support to Live at Home Service is the contract through which Home Care (domiciliary care) and Extra Care is provided across Medway. The service is provided through a network of commissioned Care Quality Commission (CQC) registered care providers.

Take responsibility for ensuring the continued development of the service to ensure it best meets the needs of the adults it supports and supports the achievement of Medway Councils key priorities and strategic objectives, including improved health and social care outcomes

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Listed below are the key accountabilities and outcomes expected of the role.

1. **Commission and manage** a range of contracts ensuring effective service delivery and compliance with contractual obligations.
2. **Support** complex projects from initiation to closure, ensuring processes consider scope, time, cost, and quality to achieve project objectives.
3. **Deliver** service objectives by conducting project reviews, identifying and managing risks, issues, and opportunities, and monitoring outcomes to ensure successful project completion.
4. **Monitor** and report service outcomes against KPIs, maintaining financial stability and identifying new practices in support of statutory services.
5. **Organise** regular stakeholder meetings and forums to communicate project outcomes, budget efficiencies, and proposed service changes, ensuring stakeholder engagement and transparency.
6. **Develop** and maintain expert knowledge on legislation and government guidance to ensure services comply with current regulations and best practices.

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7. **Collaborate** with providers, other agencies, and strategic clinical networks to share good practices and maximize the achievement of improved outcomes through collaborative commissioning.
8. **Contribute** to the development of integrated and whole system pathways, leading the creation of business cases and service specifications to ensure services are designed to meet the needs of residents effectively.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Programme Lead for Accommodation and Registered Services

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

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Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

Further education, e.g. A/S or A Levels or NVQ Level 3 / Level 3 Diploma in relevant area.

Programme management qualification such as Prince 2 foundation Level, or significant evidence of undertaking project management within a similar role

Willingness to work towards Procurement Training.

Level B (in addition to level A criteria)

Working towards Procurement Act 2023 practitioner training.

Level C (in addition to levels A and B)

Evidence of continuous professional development relating to health and social care, public health and/or a commissioning or procurement qualification.

Completed Procurement Act 2023 practitioner training.

Knowledge

Level A

A proficient understanding of the Care Act and what is required to successfully commission services that deliver prescribed outcomes.

Demonstrable knowledge of the theory that underpins procurement and contract management.

Good knowledge and understanding of adult social care and health services in Medway.

A good knowledge and understanding of issues for adults with health and social care needs.

A good understanding of project management approaches.

Knowledge of assessment and care planning processes that assess and meet the identified needs of adults.

A good knowledge and understanding of issues for disabled people and their families and carers.

Level B (in addition to level A criteria)

Comprehensive knowledge of health and social care services relevant to the role.

Comprehensive knowledge of procurement and project management as relevant to the commissioning cycle.

An understanding of procedures and governance within commissioning.

An understanding of Local Authority financial procedures and regulations.

A good working knowledge of adult social care regulatory and legislative frameworks.

Knowledge of assessment and care planning to meet the identified needs of adults and families.

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Level C (in addition to levels A and B)

A good understanding of corporate priorities and the responsibilities of the Head of Service and senior leadership teams.

A good understanding of engagement and best practice in relation to commissioning and coproduction of commissioned services.

An understanding of quality assurance processes and systems.

Up to date knowledge and understanding of changes to legislation and practices across the Sector.

Demonstrative knowledge of the commissioning and procurement cycles

Experience

Level A

Experience of working within a role that is ideally linked to social care and health services, with experience of commissioning.

Level B (in addition to level A criteria)

Experience in leading staff meetings.

Experience of delivering successful commissioning and contract management, across a relevant area.

Experience of working with service users and carers to support engagement to inform successful commissioning.

Experience in drafting business cases and project plans to support commissioning activities.

Experience in developing partnership working with other professionals, liaising with other service providers and outside partner agencies.

Level C (in addition to levels A and B)

Experience of reviewing services and making proposals for investment or de-investment as appropriate.

Experience in leading multi-agency meetings and building effective working relationships across agencies and sectors.

Experience of contributing to effective financial management and forecasting within a limited budget.

Skills

Level A

Proficient in the use of Microsoft Word, Excel, Teams and Outlook and willingness to learn other council packages as required. E.g Sharepoint.

Ability to establish and maintain positive relationships with colleagues, partners and wider stakeholders and contribute positively to the wider team.

Well developed communication skills to present complex / sensitive information in an understandable way, to a range of audiences with an awareness of alternative forms of communication.

Ability to effectively manage competing priorities.

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Level B (in addition to level A criteria)

Can analyse and interpret complex information and situations.

Can develop solutions and plans for the medium and long term.

Adopts an imaginative and innovative approach.

Works independently within defined procedures, and can work outside of procedures, making decisions without referring to manager, where appropriate.

Ability to undertake a range of written and numerical tasks, e.g. accurately recording information, writing reports, compiling risk assessments, incident and accident reporting.

Able to demonstrate knowledge and experience of maintaining professional boundaries.

Level C (in addition to levels A and B)

Ability to review and update policies and procedures including risk management.

The ability to undertake project management responsibilities and lead and motivate colleagues including those employed by other organisations, e.g Health colleagues as part of a working group.

Is inspiring and acts as an excellent role model for others

Seeks opportunities to improve process and outcomes

Constantly reviews performance to identify areas to develop

Provide direction, monitors progress and empowers others to achieve agreed objectives.

Can deliver training to colleagues and partners where appropriate.

Demonstrates commitment to improving outcomes for adults in Medway.

Able to maintain professional boundaries

Able to demonstrate resilience in challenging situations.