

JOB DESCRIPTION

JOB TITLE:	Contracts & Quality Officer		
JOB TITLE No.		POST No.	100339
GRADE:	S4–5	SCP RANGE:	7 - 17
SECTION:	Contracts and Quality	DIRECTORATE:	Sport and Leisure
POST LOCATION:	Myddelton House – North Lodge		

DBS REQUIREMENT:		DBS LEVEL:	Standard
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ACCOMMODATION:	
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DRIVER'S LICENCE & BUSINESS USE INSURANCE REQUIREMENTS:	Essential user
CAR ALLOWANCE:	Essential car user allowance
BUDGET LEVEL:	N/A

REPORTING TO:	Senior Contracts and Quality Manager	POST No.	
RESPONSIBLE FOR:	N/A	POST No.	

POLITICALLY RESTRICTED POSTS:	
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PURPOSE OF ROLE
<p>To assist the S&L Senior Contracts and Quality Manager (SCQM) with the day to day running of contract monitoring with special focus on the Leisure Service Contract (LSC) and Grounds Maintenance supplying relevant information as required, along with the monitoring and development of the Authority's Quality Management System and a range of other tasks as applicable to the department.</p>

KEY RESPONSIBILITIES AND DUTIES
PEOPLE RESPONSIBILITIES (EXTERNAL – INCLUDING MEMBERS)
<ul style="list-style-type: none"> To liaise with contractors directly when undertaking inspections especially of LSC facilities.

PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS & VOLUNTEERS)
<ul style="list-style-type: none"> • To liaise with contractors directly when undertaking inspections. • To liaise with other sections of the Sport and Leisure Department and other Departments as appropriate • To attend relevant conferences and workgroups as required
FINANCIAL RESPONSIBILITIES
<ul style="list-style-type: none"> • To assist the SCQM to monitor and report on budget variances as required, ensuring that all department budgets are delivered on target.
OTHER RESOURCES RESPONSIBILITIES
<ul style="list-style-type: none"> • Complete facility Customer Viewpoint audits as per LSC requirements, list all faults, rectification/remediation required and report findings to the SCQM. • Carry out Grounds Maintenance quality monitoring site visits and submit reports monthly • Update and circulate ParkTracker reports as required. • Assist the SCQM in updating, maintaining, monitoring and developing the Quality Management System. • Assist the SCQM in conducting regular monitoring of all departmental contracts; with a particular focus on the LSC and Grounds Maintenance. • Supply SCQM with updates on LSC Performance Standards and Performance Failures process as set out in the Payment and Performance Monitoring System. • Control of the Inventory process to include annual checks, process review and update of procedures as required. • Ensure all Health and Safety legislation is adhered to at all times within all contracts. • Prepare monthly reports on the relevant areas of all contracts for the SCQM. • Assist in the preparation of new contracts for tender as necessary. • Supply relevant data for scorecards and other reports as requested. • Review and update East Hale Allotment processes to include; inspections, renewal letters and rent collection attendance, mediation and attendance at committee meetings. • Work with the Authority's Health and Safety Officer to keep up to date with all relevant Health and Safety legislation and other statutory policies to ensure contracts are revised as appropriate.
General
<ul style="list-style-type: none"> • To carry out all duties with due regard to the Authority's:- <ul style="list-style-type: none"> ▪ Health and Safety Policy ▪ Standing Orders and Financial Regulations; and ▪ Equal Opportunities Policy • To carry out any other duties that may be required as laid down from time to

time by the SCQM, appropriate to the grade and post, working at or from any of the Authority's establishments.

- The above duties may be varied.
- Identify and recommend improvements to procedures and processes as appropriate.
- Agree the measurements and targets for assessment for levels of achievement and keep under continuous review and update as necessary.
- Undertake personal training and development consistent with your post.

KEY CONTACTS

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
<ul style="list-style-type: none"> • SCQM for work planning and guidance. • Other Sport and Leisure employees to co-ordinate and plan work schedules. • Other Authority employees in meetings and to provide guidance and co-operation. 	<ul style="list-style-type: none"> • Contractors to monitor their work performance and to provide guidance and advice as required. • Award Scheme employees for co-operation and assistance as required.

The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

The Authority has a policy of working with volunteers to enhance the service we provide, part of your duties may at times involved working with or supervising volunteers as part of your normal working duties. Full training is available on working with volunteers from the HR team and through e-learning modules.

Sign off for Job Description and Person Specification

Job Description/Person Specification	Post Title	Date signed off
JD/PS Prepared by line manager	Senior Contracts and Quality Manager	
JD/PS Agreed by second line manager		
JD/PS Agreed by HOS/AD by		
Consultation with post holder conducted by:		

PERSON SPECIFICATION

JOB TITLE:	Contracts & Quality Officer		
JOB TITLE No.		POST No.	100339

KNOWLEDGE AND SKILLS	
ESSENTIAL	DESIRABLE
Knowledge	Knowledge
<ul style="list-style-type: none"> Literate at a level that enables following procedures for a range of tasks, some of which can be complex in order to take minutes, write reports and applications and read plans. Numerate at a level that enables following procedures for a range of tasks, some of which can be complex, in order to carry out financial monitoring tasks, plan work and carry out audits. Computer literate at a level that enables execution of tasks, some of which can be complex, with database, administrative and financial software. Working knowledge of Health & Safety regulations. 	<ul style="list-style-type: none"> Working knowledge of the leisure industry or equivalent working environment. Working knowledge of leisure management systems. Knowledge of leisure award and accreditation schemes. Knowledge of quality management and assurance practices.
Qualification	Qualification
<ul style="list-style-type: none"> GCSE English and Maths qualification grade at level C or higher or equivalent in experience and/or qualification. 	<ul style="list-style-type: none"> CQI Level 3
Experience	Experience
<ul style="list-style-type: none"> Previous experience of front line duties within the sport and leisure industry. Demonstrable experience of working with organisational procedures and guidelines, including Health & Safety, employee handbook and policies. 	<ul style="list-style-type: none"> Demonstrable experience of gaining awards and accreditations, including application process. Demonstrable experience of quality or performance management or monitoring responsibilities, including auditing. Verifiable experience of contract management responsibilities.
Problem Solving / Decision Making + Mental Skills	Problem Solving / Decision Making + Mental Skills
<ul style="list-style-type: none"> Demonstrable ability to identify, analyse and solve problems and develop solutions in co-operation with others and independently. 	

<ul style="list-style-type: none"> • Demonstrable ability to develop and execute plans independently and in co-operation with others. • Verifiable ability to prioritise conflicting demands. • Demonstrable ability to perform and finish tasks requiring concentration and accuracy. • Verifiable ability to organise own work both independently and on the basis of instructions. • Demonstrable experience of effectively dealing with complex and varied administrative demands. 	
Communication	Communication
<ul style="list-style-type: none"> • Proven ability to exchange information concisely and intelligently, either written or orally. • Demonstrable ability to establish rapport easily and to reach positive resolutions to issues. • Verifiable ability to negotiate, influence or persuade for results. • Proven ability to train colleagues in their tasks and achieve lasting results. 	<ul style="list-style-type: none"> • Demonstrable ability to present complex subject matter intelligibly to an audience of colleagues and contractors.
Physical skills	Physical skills
<ul style="list-style-type: none"> • Demonstrable ability to work a keyboard with dexterity and precision for up to six hours on a regular basis. • Proven ability to drive a car safely and responsibly. • Demonstrable ability to walk continuously for extended periods (up to six hours). 	<ul style="list-style-type: none"> •

EFFORT AND DEMANDS	
ESSENTIAL	DESIRABLE
Mental demands	Mental demands
<ul style="list-style-type: none"> • Demonstrable ability to work with concentration and attention for several hours at a time. • Proven ability to work under work-related pressure (deadlines, priorities). • Verifiable accuracy in checking, reporting and completion of 	<ul style="list-style-type: none"> •

administrative tasks.	
Physical demands	Physical demands
<ul style="list-style-type: none"> • Proven ability to work sitting at a desk for 6 hours on a daily basis. • Demonstrable ability to walk continuously for up to 6 hours at a time. 	
Emotional demands	Emotional demands
Work Environment	Work Environment
<ul style="list-style-type: none"> • Demonstrable ability to work in an office environment and outdoors in equal measure. 	
Other requirements	Other requirements
ESSENTIAL	DESIRABLE