

Post Specification

Date	August 2023
PG Number	8031
Post Title	Assistant Contract Officer
Job Family	Regulation and Technical
Job Family Role Profile	RT7
Final Grade	Grade 7

To be read in conjunction with the job family role profile

Service Area description
<p>Contract Management</p> <ul style="list-style-type: none"> To assist in the administration, monitoring and management of the Council's Service Contracts (Refuse collection, street cleansing, grounds maintenance, emergency and miscellaneous works) and the Recycling Contracts. To administer the Council's burial and cemetery service. Providing clear information and direct assistance to the bereaved families and maintenance of accurate cemetery records. To assist in the delivery of effective and efficient services in accordance with the contractual requirements and any other provisions which may be required by the Council.
Purpose of this post
<ul style="list-style-type: none"> To provide a high level of support to the Contracts Manager and Contracts Officers in the administration of the Council's Service and Recycling Contracts. To administer the Council's burial and cemetery service.
Key job specific accountabilities
<ul style="list-style-type: none"> Monitors and records accurately and efficiently the performance of contractors in the delivery of services in accordance with contractual requirements to ensure contract compliance. Carries out inspections and other surveys as required relevant to the contracted services and report findings. Researches, collects and inputs data relating to any of the Service contracts as required (including performance indicators, CIPFA statistics and waste returns), and to report on these statistics. Carries out regular health and safety inspections and audits of the contract services, addresses immediate defects and reports findings. Communicates directly with members of the public, to address and action any complaints Assists in monitoring the Council's level of service for each contracted service in accordance with contractual and legislative requirements including health and safety and environmental compliance. Designs, on occasion, ad hoc maintenance schemes relating to the work of the contracts section Administers, on a day to day basis, the Council's cemeteries and the bereavement service including booking of interments, attendance at funerals, the maintenance of burial records, assistance and information in response to enquiries from members of the public and the bereaved. Checking of graves before and after interments and the supervision of the work of the grounds maintenance contractor in cemeteries on rota basis (1 week in every 4). Accounts for cash and cheques received at the cemetery and maintains the web pages for the cemetery and the churchyards.

- Supports the Council in its obligations, commitments and in the implementation of the Civil Contingencies Act, 2005 in respect of emergency planning issues and actions as they arise. The fulfilment of this requirement may require working outside of normal office hours to meet the requirements of the situation as part of the Council's emergency response team that would be established to deal with such an incident
- Provide support to the Contracts Manager in relation to his role in Appleby Fair and other public events
- Ensuring all activities are carried out in accordance with the Council's constitution, regulations, policies, and national standards.
- Carrying out any other duties requested within the employee's skills and abilities whenever reasonably instructed.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • Up to £7,500
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> •

Essential Criteria - Qualifications, knowledge, experience and expertise

- A minimum Level 2 qualification (under the National Qualification Framework) in literacy and numeracy such as GCSE - grades 9, 8, 7, 6, 5, 4 or grades A*, A, B, C or equivalent
- IT literate with a working knowledge of Microsoft Office, particularly Word, Access and Excel
- Knowledge of health and safety legislation and best practice specifically in relation to management of contractors
- Knowledge of Environmental Protection Act 1990 and associated legislation
- Local Government knowledge and experience
- Experienced in identifying defects and implementing the necessary remedial works.
- Able to deal with people tactfully, diplomatically and with respect
- Ability to travel efficiently and independently around the region .
- Ability to work in all weather conditions

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Includes	Checking of graves before and after interments and the supervision of the work of the grounds maintenance contractor in cemeteries on rota basis (1 week in every 4).
Emotional Demands	<ul style="list-style-type: none"> • May involve exposure to emotional demands due to sometimes passionate and opposing opinions of customers. • May involve exposure to emotional demands due to sometimes having to deal with bereaved families.
Physical Demands	<ul style="list-style-type: none"> • May involve walking for some distance.
Working Conditions	<ul style="list-style-type: none"> • May involve exposure to adverse weather.

Other Factors

- Ability to assess work required, set priorities and deliver within agreed time scales
- Ability to work unsupervised and to meet deadlines and targets.
- Ability to listen and communicate well at all levels.
- Ability to visit various locations and undertake inspections.
- Ability to plan own work schedules and organise site visits.
- Ability to gather information, understand the issues, make suggestions to resolve issues.
- Ability to adapt to changes required in the service

- Able to build relationships and work within teams, takes responsibility for own actions