Directorate: **Strategic and Corporate Services**

Unit/Section: **Commissioning Standards**

Grade: **KR7**

Responsible to: **Commissioning Standards Manager**

Purpose of the Job:

Provide support to the Business Systems Officer and where necessary other members of the Commissioning Standards team, undertaking system and other administrative activities and assisting system users to help ensure the smooth implementation of the contract management system.

Contribute to the production of training guides, materials and sessions where necessary to help ensure user engagement and uptake, building up within the system a complete picture of contract information across the Council.

Main duties and responsibilities:

1. Provide assistance to the Business Systems Officer within the Commissioning Standards team to contribute towards implementation and running of a contract management system. Support or lead on tasks as appropriate, working independently or with others as needed.

2. Engaging with appropriate individuals at different levels and across different areas of the Council, request and accurately organise contract data into appropriate formats. Under the direction of the Business Systems Officer, upload data into the contract management system in order to create records.

3. Carry out basic system administration to ensure that officers have appropriate access to the system and so that requested changes to the different areas of the system are enacted promptly.

4. Work within the reporting aspect of the system, making sure officers can easily access appropriate data. With support where needed, work with users to identify required reports and use system tools to generate and share this information to help officers making informed decisions about their contracts.

5. Assist users as required to help them understand the workings of the system, answering questions and providing demonstrations as needed in either group or individual sessions. Under direction of the Business Systems Officer, create documentation for users to help explain system processes and usage so that officers can confidently and effectively use the system.

6. Ensure the smooth running of the system by identifying and and recording any reported system issues, referring onward to the Business Systems Officer where necessary. Where required, raise issues with the system supplier, chasing as necessary to ensure any problems are logged and resolved as quickly as possible.

7. Assist the Commissioning Standards team to carry out re-procurement activities for the contract management system as directed.

The following outlines the criteria for this post.   Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• NVQ Level 3 (or equivalent) in Business Administration or equivalent professional experience
EXPERIENCE	• Experience of working in local Government • Experience of working with databases
SKILLS AND ABILITIES	• Good administration skills including accurate typing, note taking and a confident telephone manner. • Computer literate, particularly Microsoft Word, Excel, Teams and PowerPoint. • Good interpersonal and organisational skills when dealing with all levels of staff. • Able to balance changing priorities. • Proactive approach and able to work in an agile way. • Able to work on own initiative or as part of a team. • Able to work to deadlines. • Works well under pressure. • Professional approach. • Able to work effectively with others on a one to one basis to help communicate across ideas and training • Eye for detail
KNOWLEDGE	• ICT and MS Office applications, including Excel and Word • Basic understand of contracts and the different stages of a contract • Basic understanding of local government and the different sorts of services offered
KENT VALUES	• We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make