

## Kent County Council

### Job Description: *Contract Support Officer*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highways and Transportation</b>
<b>Location:</b>	<b>Invicta House, Maidstone</b>
<b>Grade:</b>	<b>KSE</b>
<b>Responsible to:</b>	<b>Contracts and Commissioning Team Leader</b>

#### **Purpose of the Job:**

- To provide a consistent, high standard of support and undertake a range of specific project activities to ensure that the Highway Maintenance Contract (HTMC) and the Professional Services Framework (PSFC) contracts are contractually compliant. This will enable us to meet our outcomes and provide the right services including inspecting, repairing, and maintaining our highways to keep them safe and provide the best highway service we can for Kent's residents, visitors, and businesses.
- In this role you will be providing support to Heads of Service, the Contracts and Commissioning Team and other teams as necessary.

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#### **Main duties and responsibilities:**

1. Be proactive and actively support the Contracts and Commissioning Support Team by undertaking various work to deliver the above contracts.
2. To Co-ordinate and deliver Contract activity, working on specific and sometimes specialist workstreams which will vary in subject, scale; and complexity to ensure the contract' outcomes are delivered.
3. Maintain and monitor various manual and computerised contract management systems including CEMAR and WAMS. To ensure that we can provide, report, and measure accurate management information such as Performance Measures (KPI's/ SPM's) at Contract Board Meetings. This will help to inform our senior managers of Performance and Compliance issues that may arise in order to provide accurate and reliable information, on which management decisions can be made and enable to smooth operation of contracts.
4. Set up, develop and maintain a KNET page with user guides and videos with step-by-step instructions to inform users how to use and operate the PSFC within CEMAR.
5. Responsible for booking meetings and preparing material on behalf of the Contract Board including the agenda, taking minutes, retrieving data, collating and presenting KPI's/ SPM's and then keeping track of agreed actions by the Contract Board and co-ordinating responses to ensure that the contracts progresses within agreed timescales.
6. Brief staff at all levels including senior managers concerning Contract progress, giving presentations and providing written reports as required to ensure that they are fully informed at each stage of the contract that compliance measures are being adhered to by KCC staff and Contractors.
7. Act as the first point of contact including management of team inboxes, including managing and resolving queries from various Stakeholders by responding promptly and investigating complex matters by referring them to the appropriate person as necessary whilst ensuring that these are dealt with effectively and efficiently in a professional manner and taken forward to a satisfactory conclusion.

8. Ensure that Project Managers adhere to deadlines for the completion of monthly KPI trackers and produce a list on noncompliance so this can be escalated to Senior Managers as appropriate.
9. Develop and maintain regular and effective relationships throughout the organisation in order to work to a 'One' team approach and delivery of the business objectives.
10. Act up when required to ensure consistency and flexibility within the Contracts team are maximised.
11. To provide assistance to other teams within the GET directorate, or any other part of KCC, from time to time as and when your skills and knowledge are required for particular projects and initiatives.
12. Any other tasks and project work directed and required by the Contracts and Commissioning Team.

Footnote: This job description is provided to assist the job holder to know what their main duties are. This Job description will be developed in conjunction with the post holder. It may be subject to regular review and the Council reserves the right to amended from time to time without change to the level of responsibility appropriate to the grade of post.

**Kent County Council**  
**Person Specification: Contract Support Officer**

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

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

	<b>MINIMUM</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>▪ Educated to NVQ Level 3 or equivalent experience.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Experience in the use of IT systems and must be conversant in the creation and usage of spreadsheets and databases</li> <li>▪ Experience of regular multi-tasking and dealing with non-routine activities to support the delivery of a project</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>▪ Ability to work within a team as well as on own initiative</li> <li>▪ A team player with can do approach</li> <li>▪ An ability to work to deadlines and under pressure without close supervision</li> <li>▪ Excellent level of computer skills including the ability to use Microsoft Office including Word, Excel, PowerPoint, Outlook and minute taking</li> <li>▪ Well organised, Proactive and efficient</li> <li>▪ Excellent communication and interpersonal skills when dealing with various Stakeholders as well as a flexible, can do approach.</li> <li>▪ Excellent written communication and interpersonal skills are particularly important, as are accuracy, common sense and enthusiasm</li> <li>▪ Excellent networking and customer care skills in order to establish strong positive relationships across the organisation..</li> <li>▪ Good analytical and problem-solving skills and attention to detail</li> <li>▪ Commercial awareness</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>▪ An awareness and understanding of business priorities and organisational processes</li> <li>▪ A knowledge of the principles of project, contract and procurement management</li> </ul>
<b>VALUES AND CULTURE</b>	<p>Values</p> <ul style="list-style-type: none"> <li>▪ We are brave. We do the right thing, we accept and offer challenge</li> <li>▪ We are curious to innovate and improve</li> <li>▪ We are compassionate, understanding and respectful to all</li> <li>▪ We are strong together by sharing knowledge</li> <li>▪ We are all responsible for the difference we make.</li> <li>▪</li> </ul> <p>Our Cultural Attributes</p> <ul style="list-style-type: none"> <li>• Compassionate &amp; inclusive</li> <li>• Working together – building and delivering for the best interests of KCC</li> <li>• Externally focused – residents, families and communities at the heart of decision making</li> <li>• Flexible/agile – willing to take (calculated) risks</li> <li>• Empowering – our people take accountability for their decisions and actions</li> <li>• Curious – constantly learning and evolving.</li> </ul>

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