

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

### **Contract Officer BAND 6**

**Job Title:** Contract Officer

**Band:** Band 6

**Team:** Contracts

**Directorate:** Finance

**Responsible to:** TBA

**Location:** Usual office base

But required to work at any establishment at any time throughout the duration of their contract, normally within the location of the ICB

Staff will be supported to work from home subject to the requirements of the role.

## **1. Job Summary**

- Support teams to deliver effective contractual management within the Finance Directorate to deliver to ensure that the portfolio of tasks/projects is planned, managed and delivered effectively.
- Support and inform the targeting of resources, monitoring, implementation and evaluation of the tasks/projects by providing high quality support including complex information and analysis, communications and stakeholder management
- Ensure accurate and open communication and co-ordination with a range of organisations and individuals, researching and drafting correspondence and papers and ensuring the management of specific tasks, lead reporting and analysis across a range of specialties, functions and projects
- Be a key member of the team as well as supporting effective communication and stakeholder management, both internally and externally
- The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the organisation.

## **2. Key Working Relationships**

- Liaise with a wide range of stakeholders both internally and externally on behalf of the directorate ensuring that a professional image is maintained through appropriate use of language and behaviour at all times

- Participate in relevant internal and external working groups/projects, services, and initiatives which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice to the teams.
- Work with members of the team to develop and implement project data collection systems that will provide accurate and timely data
- Communicate information, risks, issues and dependencies, including briefings and reports to Project teams, sponsors and a range of internal and external staff.

## 3. Accountable Areas

### 3.1 Operational requirements

- Undertake complex and detailed information analysis of specific projects/reports requiring high levels of concentration
- The post holder is required to follow all applicable Standard Operating Procedures (SOPs) in their work and take responsibility for maintaining their personal training in the use of SOPs as part of their annual training and development plan
- Update, maintain, organise, gather and analyse information to predict/meet future organisational and team needs by identifying best professional practice.
- Monitor and tracking risks and issues tracking mechanism and its proactive resolution and escalation processes
- Contribute to the information management of performance, taking a lead for specific Projects
- Provide coordination of and participate in relevant meetings, reporting attendance and providing information advice and support where requested
- Ensure that data collected is analysed, reported by the team as appropriate and monitor the processing of data and information
- Maintain confidentiality and sensitivity of complex and sensitive information whilst communicating with stakeholders
- Provides relevant and timely specialist advice and guidance on functional and information matters.
- Work with members of the team and key stakeholder to investigate the causes of any variance from plan/delivery targets and contribute to the implementation of solutions
- Support the development of internal and external communications where required by regular contact with the teams, stakeholders and Communications team
- Responsible for preparation of correspondence and complex papers, as directed by Manager

### 3.2 Financial and physical resources

- Deliver against organisational objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.
- Support and inform teams on the targeting of resources, monitoring, implementing, evaluating and delivery of plans by providing sophisticated, high quality information and analysis
- Continually strive for delivering project/function outcomes, value for money and greater efficiency
- Contribute to the financial delivery of the service ensuring it is cost effective and delivered on time
- Contribute to commissioning of goods and services, as required

### 3.3 Staff management

- Provide specialist training, advice and support on own role/responsibilities where necessary
- Support training and induction of new staff
- Supervise team as required
- Participate in the recruitment of staff.

**3.4 Information management**

- Operate within and provide enhancements to current management information, reporting to enhance decision making processes
- Updating, maintaining, organise, gather and analyse information to predict/meet future organisational and team needs by identifying best professional practice
- Lead on development, implementation, monitoring and evaluation of new information systems/databases as required
- Carry out timely and accurate information analysis and reporting on agreed areas of portfolio
- Responsible for the development and maintenance of databases required for regular reports

**3.5 Research and development**

- Contribute to the development of relevant key performance indicators
- Plan and develop research, development and evaluation methods for projects
- Contribute to ensuring there are processes in place for sharing learning and outcomes.

**3.6 Planning and organisation**

- Work with wider contracting and finance teams on the contracting cycle.
- Contribute to the strategic planning making adjustments as necessary.
- Support implementation of strategic modernisation/service improvement, public health, workforce or commissioning strategies and any associated action plans, in accordance with the agreed priorities of the team
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes
- Contribute to the formulation of plans of up to three year and strategic direction within the team on issues, taking a lead for specific workstreams.
- Deliver against objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.
- Proposes changes to own project/function, informing policy and making recommendations for other projects delivery
- Contribute to the review and development of existing information management systems and contribute to the development of an integrated approach to project management

## Person Specification

### Band 6

#### Supporting evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
<b>Knowledge, training, qualifications and experience</b>				
	Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area	X		A/I
	Experience of contract management acquired through experience or training	X		A/I
	Relevant experience of successfully operating in a politically sensitive environment	X		A/I
	Evidence of active continued professional development	X		A/I
	Understanding of the contractual processes within the ICB	X		A/I
<b>Communication skills</b>				
	Be able to communicate effectively both verbally and in writing complex, sensitive and / or contentious information and secure the agreement of cooperation of individuals or groups through well-developed and persuasive negotiating skills	X		A/I
<b>Analytical skills</b>				
	Provide and receive highly complex, sensitive and contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.	X		A/I
<b>Planning skills</b>				
	Ability to work effectively as part of a multi-disciplinary team	X		A/I
	Evidence of working to own initiative balancing complex and competing demands	X		A/I
<b>Autonomy</b>				
	Demonstrates sound judgement, seeking advice as necessary from more senior management when appropriate	X		A/I
<b>Equality and diversity</b>				
	Ability to demonstrate knowledge and understanding of equality of opportunity and diversity. Being aware of how individual actions contribute to, and make	X		A/I

	a difference to, the equality agenda			
Other				
	Be a team player and be able to contribute to the professionalism of the contracting team	X		A/I
<b>*A=Application form</b> <b>I=Interview</b> <b>T=Test</b> <b>C=Certificate</b>				

## Working for NEL Integrated Care Board

### About North East London and the NEL Integrated Care Board (NHS NEL)

North East London is steeped in history and culture, and home to over two million people (and rising). It's the most diverse area of the UK; and because of that, one of the most exciting and vibrant places to work.

NHS North East London works with our health, social care, voluntary and community partners and residents) to plan and buy health services to meet our population's needs, making sure all parts of the local health and care system work effectively together. We work as part of the North East London Integrated Care System [northeastlondonhcp.nhs.uk](https://northeastlondonhcp.nhs.uk)

We make sure residents and visitors have the best physical and mental health and have good access to high-quality health and care services. We have a vision to *“work with and for all the people of North East London to create meaningful improvements in health, wellbeing and equity.”*

We serve eight local authority areas: Barking and Dagenham; City of London; Hackney; Havering; Newham; Redbridge; Tower Hamlets; and Waltham Forest.

### Our Culture

Every day our NHS people do amazing things, often in challenging circumstances.

The NHS is founded on a set of [principles and values](#) that bind together the communities and people it serves and the staff who work for it.

We are all responsible for bringing NHS values to life and contributing to a culture and working environment which is grounded in compassion, collaboration and inclusion. Our organisational behaviours set out our ambition for the culture we aspire to:

- We are open, honest and act with integrity
- We treat everyone with kindness and compassion
- We are tenacious in our approach to inclusion, challenging inequalities in everything we do to create a place where everyone can belong
- We work collaboratively with colleagues and partners to make the whole system work better for our population
- We focus on achievement and high standards of performance that contribute to improvements for our population
- We contribute to a psychologically safe work environment grounded in trust
- We focus on continuous personal development to reach our potential.

We expect all staff to ensure local people are at the heart of our work, no matter what their role is. Understanding the views of local people and working with them to improve services and lives is critical to our work.

## Sustainability and Health Outcomes

In common with the Greener NHS agenda, NHS NEL is committed to reaching net zero carbon by 2040 and have an [ICS Green Plan](#). We have a staff action group, a carbon literacy offer and host system-wide net zero networks. We expect all staff to familiarise themselves with the Green Plan and ensure that they are making low carbon decisions that protect our people and planet when designing and delivering health and care services.

## Creating an Inclusive Working Environment

NEL is committed to creating an inclusive working environment and is proud to be an equal opportunity employer. We want to provide a great workplace where our People can develop and thrive in a compassionate and inclusive space.

Equality, diversity and inclusion is more than just a commitment at NEL – it's the foundation of what we do and for the community we serve leading to improved health delivery and greater staff and patient experiences. Our organisation relies on the hard work and commitment of our employees and our dedication to promoting diversity, multiculturalism, and inclusion is clearly reflected in our staff team.

Every employee is responsible for ensuring that they are committed to creating a truly inclusive workplace, respecting others and are clear in what is expected of them. Our Standards of Business Conduct set out the organisation's expectations and we expect our Leaders to ensure that they are familiar with a Code of Conduct reflecting the Department of Health's requirements on NHS Managers.

We will not tolerate any forms of bullying or harassment in the workplace. Everyone has a personal responsibility to seek to improve their own and colleagues working lives to create a healthy and productive working environment.

## Confidentiality / Data Protection / Freedom of Information

You have a responsibility to maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998.

Postholders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, postholders must apply NHS NEL's FOI procedure if they receive a written request for information.

## Health and Safety at NEL ICB

All postholders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that NHS NEL's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and

employees.

## Risk Management

You have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. It's a great idea to familiarise yourself with NHS NEL's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. You will also be required to attend training identified by your line manager in relation to your role, or where it is stated by NHS NEL to be mandatory.

## Safeguarding Children and Vulnerable Adults

You have a general responsibility for safeguarding children and vulnerable adults in the course of your daily duties and for ensuring that you are aware of the specific duties in relation to your role.

## Infection Prevention Control

## Your Health

It is NHS NEL's policy to promote health within our community. Smoking is actively discouraged and it is illegal within NHS North East London's buildings and vehicles. If you would like to get help to quit smoking, please contact our Smokefree service on 0800 046 99 46.