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| **Department** | **PUBLIC HEALTH** |
| **Job Title** | **PH Contract and Quality Monitoring Officer** |
| **Grade** | Grade G |
| **Primary Purpose of Job** | To monitor the quality of services commissioned by the Public Health Department ; and, to work with providers to improve the quality of services so that service users have a better experience and quality of life |
| **Reporting To** | Principal Commissioning Officer |
| **Direct Staffing Reports** | N/a |

**Main Duties**

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| **1** | To closely monitor contracts by working with providers, public health staff and key public health services to ensure service users receive the best quality of care. | |
| **2** | To maintain effective working relationships with service providers, identify and manage risks and ensure continuous service improvement | |
| **3** | To undertake quality assurance assessments including desktop analysis of service data, quality assurance visits, getting views of key stakeholders (such as service users, staff, other professionals and regulators) and producing validation reports. | |
| **4** | To work proactively to identify and resolve contract and service issues with providers. | |
| **5** | To ensure that service users, carers, local people and provider engagement activity informs the routine monitoring of contracts and quality. | |
| **6** | To contribute to the development of commissioning strategies, plans, market position statements by providing evidence such as contract and quality data/information and any relevant analysis. | |
| **7** | To follow departmental and corporate policies, protocols and practices to ensure that providers are delivering in line with contract/service level agreement/funding agreement requirements, methodologies practice around quality and outcome monitoring. | |
| **8** | To advise other Commissioning Teams and Public Health colleagues on specific contract development requirements and compliance issues/options where the on-going contract risks require corrective action. | |
| **9** | To support commissioning activity by assisting with the preparation of the tenders, quotes, grant making documentation, contract review reports, raising purchase order and payment of invoices. | |
| **10** | To provide information for commissioning related impact assessments highlighting key risks and ensuring contracts are risk managed. | |
| **11** | To undertake any other reasonable duty as directed by the Head of Service. | |
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| **Date Job Description ~~prepared~~/updated:** | | **August 2022** |
| **Job Description prepared by:** | | **Mandy Symes** |

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| **Department** | | | **Public health** | | |
| **Job Title** | | | **PH Contract and Quality Monitoring Officer** | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](#) are guaranteed an interview if they meet the essential criteria for the role | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | |
| 1. | Demonstrate an understanding of the Health and Social Care Act (Regulated Activities) 2014. | | | | Application/Interview |
| 2. | Demonstrate an understanding of quality assurance and contract monitoring within a health and wellbeing sector. | | | | Application/Interview/Test |
| 3. | Ability to understand, analyse and draw conclusions from complex quantitative and qualitative data. | | | | Application/Interview/Test |
| 4. | Demonstrate an understanding of the potential impact on stakeholders of quality assurance and contract monitoring work. | | | | Application/Interview |
| 5. | Ability to develop positive relationships with a range of stakeholders including providers, service users, health and social care professionals | | | | Interview |
| 6. | Ability to organise own workload and prioritise tasks in order to meet targets and deadlines. | | | | Interview |
| 7. | Ability to negotiate, influence and resolve conflicts whilst maintaining positive relationships. | | | | Interview |
| 8. | Ability to communicate complex information effectively in writing and orally with a variety of different audiences. | | | | Interview/Assessment |
| 9. | Evidence of a good level of literacy and numeracy including the ability to understand complex documentation. | | | | Assessment |
| 10. | Ability to work as a member of a team and project groups. | | | | Interview |
| 11. | Excellent IT skills including word processing, spreadsheets, databases, email, internet browsers and business specific ICT systems. | | | | Application |
| 12. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | |
| 1. | | Experience of quality assurance, improvement or contract management in a health or social care environment OR experience of working in a public health commissioning environment. | | Application | |
| 2. | | Experience of working with other organisations to deliver improvements that lead to positive outcomes for people. | | Interview | |
| **3. Work Related Circumstances** | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work | | Interview | |
| 3. | | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service. | | Interview | |
| 4. | | The role involves regular travel to visit providers within Bolton and occasionally to other areas. | | Application | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Recognised quality improvement training/qualification e.g. Lean, Six Sigma | | Application |

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| **Date Person Specification ~~prepared~~/updated** | **May 2024** |
| **Person Specification prepared by** | **Jodene Bibby** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





