

Role Title	Contract Monitoring Officer (Indicative)
Job Family	PROPERTY AND ASSET MANAGEMENT
Competency Level	
Pay Range / Scale	PO4
Purpose To manage the metrics and outputs of the Council's AMEY and PFI contracts through effective management of audits and management information, ensuring quality and value for money at all times. To provide financial and administrative support to ensure that commercial elements of the Contracts are processed in a timely and accurate manner.	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.

Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>

Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Providing effective operational and administrative support for the Council's TFM and PFI contracts with a focus on producing contract metrics for planned preventative maintenance (PPM) and Statutory Compliance	Assisting the Senior FM in delivering the TFM and PFI contracts within budget, with measurable outcomes, based on the agreed KPI's and SLA's produced in metrics to the agreed standard.
Providing effective operational and administrative support and assisting the Senior FM in managing FM Soft Services – including but not limited to Cleaning, Reception, Mailroom, Access Control, Technical Security Management, Keyholding, Manned Guarding, Landscaping and other Facilities related services.	Assisting the Senior FM in delivering the Soft Services element of the contract within budget, ensuring that the data produced based on the agreed KPI's and SLA's are produced in metrics to the agreed standard and communicated to the relevant parties. Managing the outputs from the contractor Helpdesk system and liaising with our clients to ensure that acceptable customer service levels are maintained.
Assisting the Senior FM in successfully running Council PFI contracts and managing the relationships with the key contractors and schools	Assisting the administration and operational management of the PFI Contracts . Administering within the parameters agreed in the PFI agreements. Also assisting in the management of the SPV ensuring that audits and documentation held to ensure that robust arrangements are in place to manage the risk.
Ensuring that contractor documentation has been completed satisfactorily and uploaded to Concerto. Following up on any deficiencies specifically in relation to Statutory Compliance Testing and remedial actions.	Administering the systems which have been put in place to ensure that the follow-ups and remedials for the Statutory Compliance element of the TFM and PFI contracts are effectively delivered. This includes areas managed by the Amey Contractor
Nature of Contacts	
<ul style="list-style-type: none"> Typically involves Senior FM, Head of Service and Senior Managers across the authority, SPV and School Heads and external agencies and organisations providing advice. Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions. Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically. 	

<ul style="list-style-type: none"> • Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position. • Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.
Procedural Context
<ul style="list-style-type: none"> • Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation. • Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals. • Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. • Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice. • Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility. • Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours. • Occasionally the post will be expected to work from other locations • Reports to Senior Facilities Manager
Key Facts and Figures
Resourcing
Budget Responsibilities: None Supervisory Responsibilities: Contract Support Manager

Knowledge, Skills and Experience
<ol style="list-style-type: none"> 1. Experience of planning, implementing and evaluating the delivery of TFM and PFI Contracts in large, complex organisations 2. Practical experience of successfully managing TFM and PFI performance metrics and technology led Facilities Management and PFI initiatives 3. Practical experience of managing the governance of TFM and PFI contracts to ensure that review meetings are minuted and held in accordance with the Contract Schedules. 4. Practical experience of managing and administering other directly managed contracts within the FM portfolio. 5. Experience of influencing and negotiating skills, working with multiple stakeholders. 6. Experience of management of suppliers, providing support, supervision and performance management. 7. Ability to review policies and procedures and align them with Corporate and Directorate priorities 8. Experience of analysing data including financial information and communicating your findings to a variety of audiences 9. Experience of report writing and communications for a variety of audiences, demonstrating numeracy and

<p>literacy, and applying expert knowledge</p> <p>10. Experience in dealing with a range of complex matters and awareness of corporate/Directorate priorities</p> <p>11. Ability to manage resources and co-ordinate work carried out by different people and organisations</p> <p>12. Ability to work well under pressure</p> <p>13. Good written and verbal communication skills, presentation skills, IT skills and time management skills</p> <p>14. Ability to work autonomously to meet the objectives of the organisation</p>
<p>Indicative Qualifications</p> <p>Degree or equivalent or vocational qualification in relevant subject or area – e.g. BIFM Level 3</p> <p>Good understanding of Health and Safety legislation (IOSH Qualified)</p> <p>Good understanding of Contract Relationship Management and Contract variations</p> <p>Experience of administrating PFI Contracts</p> <p>Experience of administrating TFM contracts</p> <p>Evidence of Continuous Professional Development</p> <p>Membership of Facilities Management professional body ; ABIFM, MBIFM</p>

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed