

Lancashire County Council

Grade Profile

Contract Support Officer - Grade 6

Purpose

The Contract Support Officer will provide an important role in assisting the Contract Manager with the development of the Contract Management procedures and processes, including the development and application of the contract auditing process.

Scope of Work

Working with the Contract Manager to develop the procedures and processes to enable contract management activity to be undertaken in a timely manner, updating contract management records and producing reports as an input to review meetings and contract audit activity.

Accountabilities/Responsibilities

Supporting the Contract Manager, the Contract Support Officer will :

- assist in the development and maintenance of procedures and processes to support contract management activity.
- assist in the monitoring of contract KPIs and contract compliance work.
- maintain up to date records of contract management activity.
- produce reports on contract compliance/performance, contract timelines, including termination notices and renewal periods.
- provide administrative support to the contract manager, such as scheduling review meetings.
- collaborate with and advise service areas where appropriate to ensure contract management support material is understood and used.

Skills, knowledge and experience

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators
▪ Delivery of specified results e.g. outputs, volumes. ▪ Audit feedback ▪ Achievement of medium-long term milestones ▪ Internal profile, customer satisfaction (internal or external)/client/stakeholder feedback and service level measures ▪ Work force indicators (turnover, timeliness, absenteeism, etc.)