



ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT – Housing Inclusion Service **POSTHOLDER**

SECTION – Performance and Development Team **GRADE PO2**

POST DESIGNATION – Contract and Commissioning Monitoring Officer

Purpose of Job:

To report to the Lead Commissioner and support the commissioning and monitoring of high-quality provision within homelessness services for our most vulnerable residents, including groups such as young people, those fleeing domestic abuse, vulnerable/excluded adults, and rough sleepers

- To provide commissioning support and project development, reviewing and monitoring work for the Housing Inclusion Service.
- To provide support to the Lead Commissioner in commissioning, procuring and contract management.
- To work effectively across the team and wider service, engaging with colleagues and partners in the effective execution of projects that will deliver the key ambitions of the Housing Inclusion Service
- To take the lead in managing contracts, monitoring arrangements, referrals and move on within services.

Main Duties:

- 1) To plan and lead on annual programme of on site visits for audits for all contracts. Audits will explore performance in the following areas - health & safety, organisation status, insurance, client support, case work management, safeguarding, serious incidents, complaints, staffing, safer recruitment, finance, and customer satisfaction/consultations.
- 2) Write up findings in audit reports and develop/implement improvement plans where necessary. To monitor robustly the plans regarding compliance.
- 3) To challenge providers where performance is not up to the expected standards. Advise of consequences where performance standards are not met.
- 4) Support the Lead Commissioner to make effective use of the commissioning cycle by identifying and reviewing services on time, providing analysis of strengths and assets,

drafting service specifications, setting and monitoring quality standards and performance indicators, leading on procurement, and evaluating outcomes.

5) Complete quarterly reports for all contracts including strengths, weaknesses, opportunities and risks, evaluation of continuous improvements, target setting, and future recommendations.

6) To lead on the quarterly Contract Monitoring meetings with providers and Commissioners, maintaining accurate minutes, data and action plans.

7) Monitor the performance of providers to ensure they meet the standards required by contract and the policies of Royal Borough of Greenwich using:

- performance data from providers
- information gathered during contract monitoring visits which are on site visits
- and contract review meetings
- information from complaints, service alerts and safeguarding incidents
- the views, experiences, and outcomes of all service users

8) Implement and refresh monitoring frameworks in partnership with all stakeholders.

9) To log and monitor all Serious Incidents and where necessary to attend meetings onsite to address and put in place action plans to address risk issues and minimise future incidents.

10) To negotiate cost savings for any contracts and to make any recommendations to the Lead Commissioner.

11) Manage and maintain effective working relationships with staff in other key agencies such as Children and Adult Social Care, Housing Services, Procurement, Finance and all internal and external stakeholders.

12) To undertake data analysis on quantitative and qualitative information to inform our understanding of service areas and inform the commissioning cycle.

13) To lead and manage low value commissioning projects, including all stages of the 'analysis plan, do and review' commissioning cycle.

14) To lead on discrete elements of the commissioning cycle with the support of the Lead Commissioner on high value and complex contracts, including areas such as the needs analysis, provider monitoring and review, consultation and engagement.

15) To support the management updating of the Contract Register with timely, robust and accurate information to underpin the work of the team.

- 16) To maintain and update electronic and paper records for work undertaken, this could include contracts, service specifications, monitoring forms, applications, guidance, local Government strategies, plans, research and consultation.
- 17) To support the commissioning and procurement processes, including the provision of support to arrange service meetings, prepare and review documentation for tenders, managing correspondence through the process and support the mobilisation of contracts.
- 18) To plan and lead public consultations, including reporting the views of stakeholders and to include service users, to inform the development of services that are meeting the needs and delivering a positive impact for our service users.
- 19) To continually review the work being undertaken and make recommendations to the Lead Commissioner on how to improve the efficiency and effectiveness of the role, grants, contracts and the team's processes and procedures.
- 20) To support the Lead Commissioner to respond to written enquiries, complaints and FOI (Freedom of Information) requests within specified timescales.
- 21) To undertake any other work appropriate to the level and general nature of the post's duties.
- 22) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 23) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 24) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses.
- 25) This post requires an Enhanced DBS and will be supported by Safer Recruitment tools
- 26) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to: Lead Commissioner
Housing Inclusion Service

