

**Job Description****Social Services Directorate**

<b>Post Title</b>	<b>Contracts/Brokerage Assistant (Fixed Term until 31<sup>st</sup> March 2015)</b>		
<b>Post Number</b>	<b>BG09903</b>	<b>Grade</b>	<b>Scale 3</b>
<b>Base</b>	<b>Anvil Court, Abertillery</b>	<b>Hours of Work</b>	<b>37 per week</b>
<b>Car User Allowance</b>	<b>Casual</b>	<b>Disclosure</b>	<b>None</b>
<b>Contact</b>	<b>Ros Morgan</b>	<b>Updated</b>	<b>Sept 14</b>

**Principal Job Purpose**

**Responsible to:** Commissioning, Contracts and Facilities Team Manager

**Responsible for:** To support and maintain an effective and efficient Brokerage Service and support and contribute to the commissioning, development, implementation and monitoring of a contractual framework, which will deliver Best Value and good practice across the Social Services Department.

**Principal Accountabilities**

1. To support and assist in the day to day functions of the Contracts and Commissioning Team by supporting all members of the Team. The post will vary depending on the needs of the business.
2. To assist with brokering packages by identifying and selecting appropriate service providers for requested packages of care using a process in accordance with the department's commissioning strategy.
3. To respond to referrals from Care Managers ensuring relevant documentation is submitted and to negotiate the details of service provision with the required provider(s).
4. Participate in training and staff development with Care Management colleagues.
5. The post holder will be expected to be flexible, responsive to change and have the ability to organise their own workload on a daily basis and to support the demands imposed by the service.

6. The post holder will need to pay attention to detail to ensure the appropriate care package is commissioned to safe guard service users.
7. To establish and maintain a good working knowledge of commissioned services and to participate in the evaluation of service provider's performance.
8. Minute taking during meetings for adults services which could include protection of vulnerable adults strategy meetings etc.
9. To attend and minute take multi-agency / external partners meetings as and when required.
10. To support and contribute towards the complaints and compliments function within the department including working with the Complaints Officer on administrative aspects of individual cases.
11. To monitor timescales associated with each complaint or compliment ensuring these are adhered to by allocated officers.
12. To maintain and develop the complaints database ensuring inputted information is accurate and up to date.
13. To develop and maintain effective data gathering tools for complaints and compliments processes to ensure appropriate data is collated to contribute towards key performance indicators.
14. Provide guidance and information to support internal staff and partners on the service and associated processes of complaints and compliments procedures
15. To assist with queries by council members, outside agencies, officers of Blaenau Gwent County Borough Council and Service Users by ensuring appropriate advice is given relating to contracts, complaints and facilities queries.
16. Communicates professionally at all times with a wide range of people, both internal and external, at all levels.
17. To develop and accurately maintain effective information systems to support the monitoring, review and evaluation of contract compliance, performance monitoring, complaints and facilities.
18. To undertake all administrative duties as required including diary management and arranging meetings as necessary.
19. To ensure information is collated and distributed as required and to produce and distribute statistical information regarding contracts for use by others.
20. To liaise, support and provide guidance on the application of Contract Standing Orders for new and existing services.

21. To carry out any other duties as required by the Line Manager on behalf of the Director of Social Services.
22. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at work.
23. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti discriminatory practice.

## Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential Desirable	App Form	Int	Other (please specify)	Probationary Period
Qualifications/relevant experience					
NVQ Level 3 in business administration or in a in relevant field.	Essential	✓			
Demonstrable administrative experience	Essential	✓	✓	Test	
Experience of social care issues and knowledge relating to Adults and Children's Services provision, including the private and the voluntary sector	Desirable	✓	✓		
Experience of working within Contracts & Commissioning	Desirable	✓			
<b>Knowledge/Skills</b>					
Proven experience of using the full Microsoft Office Package	Essential	✓	✓	Test (as above)	
Ability to prioritise work within agreed objectives and set timescales and to meet changing demands	Essential	✓	✓		
Ability to be a good team player and to work using own initiative	Essential	✓	✓		
Excellent organisational and time management skills	Essential	✓	✓		
Respect confidentiality and sensitivity of the service	Essential	✓	✓		
Attention for Detail	Essential	✓	✓		
Good interpersonal skills to establish and maintain good working relationships	Essential	✓	✓		
Ability to remain calm under pressure, friendly disposition but appropriately assertive	Essential	✓	✓		
Communicates professionally at all times	Essential	✓	✓		

2. Special Requirements	Essential	Desirable
Full Driving Licence and access to a vehicle		✓

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

<b>Assessment Method</b>					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance	✓	✓		✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary	✓	✓		✓
	Sees tasks through to completion whenever possible	✓	✓		✓
	Seeks help if workload becomes unmanageable		✓		✓
	Uses initiative to report issues that arise that impact on others	✓	✓		✓

<b>Assessment Method</b>					
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results	✓	✓		✓
	Understands that changes are needed if things are to be improved	✓			✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge	✓			✓
	Learns from mistakes & welcomes constructive feedback	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service	✓	✓		✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent	✓			✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues	✓			✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	Reacts constructively to others' suggestions and requests	✓	✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions	✓			✓
	Asks for help when necessary	✓	✓		✓
	Actively seeks to help others	✓	✓		✓
	Is aware of the impact of own behaviour on others	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Adapts content and style to help others understand	✓			✓
	Makes sure that people are regularly informed	✓			✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation	✓			✓