



Job Description

Job Title:	Contract and Compliance Officer
Directorate/Team:	Procurement
Location:	16 Summer Lane, Birmingham, B19 3SD
Responsible to:	Senior Contract and Compliance Officer
Responsible for:	N/A
Key working relationships: (internal)	Multiple teams across finance, transport, legal and governance.
Key working relationships: (external)	

Purpose of the Post

This role involves supporting the enhancement of service quality, both internally and externally, by monitoring and maintaining contracts in line with established strategies, priorities, and systems of the West Midlands Combined Authority.

Accountabilities (Deliverables)

- Monitor service-related issues through agreed reporting systems and recommend improvements.
- Provide advice and support to ensure that services commissioned by West Midlands Combined Authority meet the required quality standards and compliance with UK contracting regulations.

Responsibilities (Duties)

Strategic

- Ensure quality and contract compliance to the standards required by current legislation, regulation, guidance, and practice standards.
- Support the commissioning of quality services to meet performance measures and external inspection requirements and standards.
- Work in conjunction with senior commissioners to manage complex situations that may require the suspension or termination of a contract and negotiate with providers and organizations to achieve satisfactory solutions.
- Participate in the wider development of the service and contribute to service improvement as required.

People

- Work with individual services, facilitating meetings, workshops, and learning sessions.
- Attend meetings with colleagues, providers, and other agencies as directed by the line manager and report regularly to senior management at quality assurance meetings.
- Have a good working knowledge of the regulatory framework for care services and offer advice and guidance to colleagues and providers.
- Participate in staff development, professional conversations, and training, including continuous professional development.

Operational

- Be responsible for managing allocated workload within an agreed schedule and individual work plan, providing progress reports or data as requested.
- Produce reports of all monitoring activity.
- Produce and present information relating to monitoring, contract, and compliance activity and outcomes for officers, colleagues, or providers in accordance with agreed systems and formats to agreed deadlines.
- Act in accordance with contract and quality systems where a service is not achieving, including ongoing casework audit and feedback regarding audit outcomes and tracking corrective action.

- Ensure providers understand action plans or requirements for improvement, including deadlines and potential penalties for non-compliance.
- Work with colleagues and other agencies, including regulatory bodies such as CQC, Ofsted, and health agencies, to ensure quality service delivery and monitor outcomes against inspection criteria.

Financial

- Contribute information to support Commissioning officers in analysing data and information received from providers and other sources to assist in quality and contract monitoring of services.
- Act in accordance with the WMCA's Constitution and other Codes of Conduct.
- Comply with the WMCA's agreed policies and procedures, including Health and Safety, Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations, and other relevant Council and Government Regulations, Directives, and City-wide priorities.

Other

- The duties and responsibilities in this job description are not exhaustive and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post.

Person Specification (How Evidenced Key: A = Application, I = Interview, T = Testing/Assessment)

Requirements Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A	I	T
Experience of reviewing contracts, ensuring compliance with governing body/ public sector standards and regulations.	X		X	X	
Experience of developing and delivering SMART action plans, and monitoring such progress.	X		X	X	
Working effectively in partnership with other organisations and agencies.	X		X	X	
Effective collaboration with internal teams, with a view of developing and improving the service.	X		X	X	
Collating a range of data and information, presenting in a clear and concise manner.	X		X	X	
Skills / Knowledge	E	D	A	I	T
Knowledge of relevant legislative frameworks. (PCR2015, PA2023 etc)	X		X	X	
Ability to understand complex technical or legislative information and relay this back to non-specialist colleagues.	X		X	X	
Excellent communication skills, both written and oral.	X		X	X	
Qualification / Education / Training	E	D	A	I	T
Degree or equivalent in relevant field.	X		X	X	
Evidence of continued professional development.	X		X	X	

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality Diversity & Inclusion	Promote and champion equality, diversity, and inclusion in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements						
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)		
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>

Job Evaluation Details			
Date Evaluated	Job Family	Level/Grade	JEP Reference