

## Contract Officer

£20,000pa  
Full Time, Permanent Position  
Norwich, Norfolk

Eastern Procurement is a not-for-profit organisation offering specialist OJEU compliant framework agreements and professional contract management services to local authorities, social landlords and other public sector bodies. We work closely with our members to deliver efficient, high quality products and services for the refurbishment and maintenance of social housing and public sector buildings.

Due to the success and growth of the company we are looking to appoint an exceptional and highly motivated Contract Officer to join our talented office based team.

Your primary responsibility will be:

- Providing responsive and prioritised commercial contract support to the EP team and the company's membership including: organising and undertaking such items as checking contract terms, conditions, specification & pricing.
- Providing in contract procurement services to team members and the company's membership, prioritising work, working efficiently, generating and administering tenders, including development and use of templates for repeatable projects, each of which commissioned through our wide range of frameworks for both new and existing customers.

Person Specification:

- Strong knowledge of office administration
- A business professional with strong communication skills
- Quality focused with a good knowledge of the principles of customer service
- Problem solving and decision-making skills
- Ability to produce a wide range of well-written documentation aimed at various audiences

In the first instance please email your covering letter and current, up to date C.V to [sharon@eastern-procurement.co.uk](mailto:sharon@eastern-procurement.co.uk) with your availability.

Closing date for the application is the 4<sup>th</sup> September 2017

**\*\*Strictly No Agencies\*\***

<b>Job Title:</b>	<b>CONTRACT OFFICER</b>	<b>Responsible to:</b>	Performance & Quality Manager
<b>Salary:</b>	£20,000 pa (full-time, potential part-time)	<b>Working Hours:</b>	Negotiable
<b>Working Base</b>	Ashwellthorpe Office		

**Job Purpose**

To be the centre of two key areas of business:

1. Provide responsive and prioritised commercial contract support to team members and customers including: organising and undertaking such items as checking contract terms, conditions, specification & pricing.
2. Provide in contract procurement services to team members and members, prioritising work, working efficiently, generating and administering tenders, including development and use of templates for repeatable projects, each of which commissioned through our wide range of frameworks for both new and existing customers.

**Key Tasks**

1. To co-ordinate the new business request to in-framework call off plan of work, programming / scheduling your own activity and the activity of others including work supporting relationship building, benchmarking, member joining, direct selection and mini competition processes.
2. To develop and co-ordinate the Member annual tender planning process to maximise EP efficiency in supporting members and assist members in being pre-planned for each coming year, securing delivery of work for members and value for EP.
3. Develop and maintain template documents to increase the efficiency of call-off and mini-competition arrangements and administer the commissioning process
4. Benchmarking & price comparison work for existing and new members
5. Co-ordination of and responding to contract queries, checking terms, specification and prices
6. Work with the Office Co-ordinator to provide support to the delivery manager in the areas of: meetings, agenda, minutes & following up of actions

**Procurement Project Management:**

To lead fortnightly 'one-hour' progress meetings, including updates on:  
Commissioning pipeline including a review of progress in the previous week and any emergent issues

Plans for the coming period (ensuring effective support from the team is diarised, ideally at least 8 weeks in advance)

Identification of any risks or issues

Agreeing any changes to plans / actions required

Generating Board reports each quarter (using a template document).

Maintain an all member and framework contract Schedule, lead on renewals of contracts to ensure continuity of service is guaranteed, and where necessary manage the effective termination of contracts to the satisfaction of all parties, and support the Members and the Delivery Manager in achieving an effective transition from one arrangement to another.

**In Framework / Minor Procurement Activities**

Undertake procurements including:

Drafting of procurement documents and co-ordinate the involvement of the team, advisers and members in the setting of: terms and conditions and specifications, procurement and selection of suppliers, contractors and specialists.

Publishing of notices and Tenders using our procurement portal

Evaluation of tenders, including the involvement of technical specialists and customers

Managing standstill period, s20 consultations, awarding contracts and producing award reports.

**Due Diligence**

To work within our risk management framework to ensure risk is understood and mitigated to best effect. Co-operate with our team, auditors and audit processes; ensuring audit trail is in place for all projects and work with auditors to achieve continuous compliance.

Ensure compliance with departmental procurement policies and procedures and all UK/EU public procurement competition legislation

**Handover**

Ensure all new contracts and contractors are fit for purpose at the point of procurement and that all matters are in order for contracts to be issued and signed electronically (docusign)

Work with our Quality and Performance Manager, Office Co-Ordinator and Delivery Manager to ensure an effective handover from procurement to operational delivery.

## **Job Responsibilities**

### **1. Strategy and Corporate Objectives**

- Provide the essential support services required to enable the wider team to meet its overall objectives
- Working with the team develop and maximise the range and efficiency of all procurement activity
- Develop plans and systems for each area of responsibility
- Implement these plans in order that corporate objectives are met
- Maximise the efficiency and quality of communications to our Board, groups, members and the wider market place

### **2. Office Management Activities**

- Ensure that all records are kept up to date
- Produce reports and supporting systems to effectively report current performance against programme
- Use a range of office software, including email, spreadsheets and databases
- Create, develop and maintain filing systems (electronic & hard copy)
- Deal with questions and queries and obtain support where required
- Make recommendations for improvements to our service and implement changes where approved

### **3. Procurement Activities**

- Monitor and report on progress of major procurement programmes
- Ensure that all mini-tender and direct selection documents comply with procurement legislation and the terms of original Framework Agreements
- Preparation of documentation for mini-tender and direct selection processes
- Despatch all mini-tender and direct selection documentation in accordance with agreed programmes
- Co-ordination of responses to clarification requests during tender periods
- Co-ordination of tender evaluation exercises

### **4. Legislation & Policy**

- To ensure EP complies with legislation and policy, taking advice where necessary
- To ensure that EP meets all ICT related statutory requirements.
- Undertake self / internal audits and co-ordinate 3<sup>rd</sup> party audit.

## **5. Other Requirements**

- To represent EP, locally & nationally to showcase EP's services
- To promote the EP brand.
- To undertake such other duties as may be appropriate to achieve the objectives of the Post or assist EP in the fulfilment of its objectives and commensurate with the post holder's level, abilities and aptitudes.

## **Corporate Responsibilities**

Staff will be expected to:-

- Work co-operatively with colleagues to deliver the objectives of the strategic business plan and annual objectives
- Work an efficient and effective way, identifying and sharing ideas for continuous improvement
- Maintain the highest standards of integrity and probity, adhere to legislative requirements and adhere to the principles of best practice
- Be thoughtful, creative and innovative in the development of the service
- Facilitate and maintain good working relationships with clients / members, suppliers, colleagues and potential members and suppliers
- Be responsible for proactively identifying and working towards meeting his / her development needs to ensure his / her continued success in their evolving job role, in co-operation with managers
- Observe the strictest confidence in confidential commercial matters
- Promote and embed equal opportunities and equality and diversity and, in doing so, carry out their duties in accordance with EP's approved strategy, policies and procedures
- Constantly strive to achieve excellence and contribute to EP's continuous improvement and ensure that all activities provide value for money
- Follow all EP's Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all
- Ensure that EP effectively manages its risks by taking considered actions and contributing to the successful delivery of EP's Risk Management Strategy
- Demonstrate personal and professional behaviours that meet EP's values. In doing so, establish and sustain trust and confidence with stakeholders, partners, tenants and communities, and build a positive corporate reputation and represent EP at all levels
- Undertake other such duties as may be required from time to time commensurate with the level of the post

## **Other Duties and Review of this Job Description**

The duties and responsibilities described in this job description are intended as an outline of the general areas of activity but are not an exhaustive list. There may be a requirement to undertake other reasonable duties to support Eastern Procurement

Ltd and its members. These may be based at other sites.

It is anticipated that as the organisation develops it may be necessary to vary the responsibilities of the job and the post-holder will need to adapt to these changes. Any such review will be undertaken in consultation with the post-holder.

### Competencies – Level 2

- Commitment to the Organisation
- Communicating and Influencing
- Customer Service
- Embracing Change
- Equality and Diversity
- Leadership
- Team Working
- Working Efficiently and Effectively
- Procurement and Commercial

EP Competencies - Level 2	Essential 85% or better	At Interview
<b>KNOWLEDGE and SKILLS</b>		
Requirement	Essential/Desirable	Measurements
Strong knowledge of office administration, a range of appropriate systems, standards required	Essential	Application form and interview
Good knowledge of the principles of customer service	Essential	Application form and interview
Good knowledge of IT systems and software packages	Essential	Application form and interview
Ability to communicate with suppliers and a range of customers at face-to-face meetings and via telephone and e-mail/other written communications.	Essential	Interview
Ability to work as part of a team working towards common objectives with a flexible and willing approach to meet challenging demands.	Essential	Application form

Ability to compile, produce, summarise and present management reports (and other documentation), using strong analytical skills and ensuring attention to detail.	Essential	Interview
Experience in using a variety of techniques to get actions completed by others	Essential	Interview
Ability to produce a wide range of well-written documentation aimed at various audiences	Essential	Interview

<b>EXPERIENCE</b>		
<b>Requirement</b>	<b>Essential/Desirable</b>	<b>Measurements</b>
Senior / Board level support experience, Including but not limited to: Scheduling meetings, preparing papers, issuing documents	Desirable	Application form and Interview
Very Confident IT user - significant experience of using Microsoft Word, Excel, e-mail and internet to a very confident level.	Essential	Interview / Test
Experience of working within a social housing / built environment / residential property setting	Desirable	Application form and Interview
Experience of presenting and communicating in a wide range of situations and circumstances	Desirable	Interview
Experience in developing plans to meet objectives	Essential	Application form and Interview
Experienced in the correct use of written English and Maths	Essential	Test
Attention to detail	Essential	Interview
Proven ability to manage, prioritise and meet deadlines with a demanding workload, including the ability to work unsupervised if necessary.	Essential	Interview
Co-ordinating actions from receipt of request to closure from various sources and with a wide range of people	Interview	Interview
Managing soft and hard copy filing and storage to ensure secure but accessible storage	Essential	Application form and Interview

**QUALIFICATIONS**

<b>Requirement</b>	<b>Essential/Desirable</b>	<b>Measurements</b>
GCSE C or better in Maths, English, or equivalent	Essential	Application form
NVQ Level 3 Business Administration or equivalent	Desirable	Application form
RSA/Pitman/UCLI Secretarial Qualifications or equivalent	Desirable	Application form

**EQUALITIES**

<b>Requirement</b>	<b>Essential/Desirable</b>	<b>Measurements</b>
Understanding of, and commitment to, Equal Opportunities	Essential	Application form and Interview

**OTHER**

<b>Requirement</b>	<b>Essential/Desirable</b>	<b>Measurements</b>
Ability to travel as required throughout East Anglia on an infrequent basis	Essential	Application form and Interview