WIRRAL
Job Description

Job Title	Commissioning & Contracts Support Officer
Grade	Band G
Reporting To	Commissioning and Contract Lead (P08)
JD Ref	PC0156G

Purpose

To provide comprehensive coordination and organisational support across the Commissioning, Contracts, and Quality Service Area. The post holder will work closely with Commissioning and Contracts Leads and Senior Managers to ensure the effective delivery of commissioning and contract management functions.

This role will support the smooth operation of key processes, maintain accurate records, and assist with reporting and compliance activities. The post holder will collaborate across all areas to deliver a seamless, integrated service and provide cover for other support functions as required.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- Promote a culture of shared learning, communication, and continuous improvement

Stakeholder Engagement & Co-Production

- Support the planning and delivery of co-production, consultation, and engagement events with stakeholders, providers, and people who use services.
- Liaise with internal colleagues, external partners, providers, and service users.
- Coordinate events, meetings, and workshops, ensuring effective planning and delivery.

Collaboration & Team Support

- Work collaboratively across the service area to ensure a joined-up approach to service delivery.
- Provide mutual support and cover across the service to maintain continuity and resilience.
- Support the monitoring of provider performance, collating data and preparing reports for review by Commissioning and Contract Leads.

Data Analysis & Research

- Assist in producing statistical and performance information.
- Support research, data collation, and reporting to inform decisions.
- Coordinate audits, governance arrangements, and risk logs.

Performance Management & Business Support

- Maintain systems and processes for commissioning and contracts activity (e.g., ContrOCC).
- Deliver business support duties: minute-taking, diary management, booking meetings, document preparation, and record maintenance.
- Maintain the Contracts Register accurately and promptly.
- Monitor and report on contract and commissioning performance and financial data.
- Process and record requests for out-of-borough placements.
- Support the commissioning cycle- needs assessment, planning, procurement, mobilisation, monitoring, and review.
- Assist with procurement and tendering processes, including documentation and system updates.
- Provide information and support to senior managers for strategic decision-making.
- Contribute to delivery of local and national plans within the Council's strategic framework.

Compliance & Governance

- Adhere to corporate policies (Health & Safety, GDPR, Corporate Governance, and Code of Conduct).
- Align team strategies with governance frameworks
- Work with Procurement and Legal Services to support commissioning and contract development.
- Assist with internal audits and ensure timely action plans
- Comply with reporting requirements and distribute information

Service Delivery & Improvement

- Deliver excellent customer service and escalate issues appropriately.
- Anticipate and respond to service needs, demonstrating strong organisational skills.
- Support continuous service improvement and innovation.
- Organise and prioritise workload to meet deadlines and service requirements.
- Work independently on allocated tasks, using initiative and escalating issues when necessary.
- Demonstrate proactive problem-solving and a flexible approach to changing priorities**.**

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- NVQ Level 3 qualification or equivalent experience.
- *Desirable- Level 2 or above qualification in IT user skills*



Knowledge & Skills

- Understanding of local authority policies and procedures, including but not limited to;
  - Procurement and Contract Procedure Rules
  - GDPR, confidentiality, and data protection principles
  - Dignity in work, code of conduct
  - Health & Safety & Safeguarding
- Awareness of public sector procurement and commissioning processes
- Familiarity with contract management systems (e.g., ContrOCC or similar)
- Knowledge of performance monitoring, KPIs, and reporting
- Strong IT skills (Microsoft Office and specialist systems)
- Understanding of statutory frameworks (Care Act, Procurement Law, CQC standards)
- Strong communication and interpersonal skills
- Ability to manage workload and meet deadlines
- Ability to embrace Council values and agile working
- *Desirable- Knowledge of Council systems and ability to support system/process improvements.*
- *Desirable- Ability to articulate and support change in service delivery.*

Experience

- Providing administrative and coordination support in a large, complex organisation
- Managing/maintaining data, records, and performance information accurately
- Organising and supporting meetings, workshops, and engagement events
- Producing reports, minutes, and documentation to a high standard
- Working collaboratively across teams and with external stakeholders
- Maintaining contract registers and supporting procurement/tendering processes
- Using IT systems for data entry, monitoring, and reporting

Additional Information

Ability to travel across the Borough and work from various locations

Work hybrid, with a flexible working approach to accommodate service needs

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Donna Locke Senior Manager Commissionong, Contracts & Quality Team
Date Of Approval:23rd February 2026

