**Lancashire County Council**

**Contract Monitoring Officer (Grade 6) Person Specification**

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| **Requirements** | **Essential (E) or**  **Desirable (D)** | **Identified by:**  **Application Form**  **(A), Interview (I), Test (T)** |
| **Qualifications:** |  |  |
| 1. GCSE English and Maths or equivalent. | E | A |
| **Experience:** |  |  |
| 1. Knowledge of Health and Social Care. | D | A, I |
| 1. Experience in dispute resolution / mediation | E | A, I |
| 1. Experience in complaint handling / resolution | E | A, I |
| 1. Knowledge and understanding of Lancashire County Council Social Care Commissioning and Finance Systems/Solutions | D | A, I |
| 1. Capability to gain an understanding of contract compliance and contract monitoring. | E | A, I |
| 1. Experience in quality control and improvement | D | A, I |
| **Knowledge and skills:** |  |  |
| 1. Work effectively in a team, with strong interpersonal skills and the ability to maintain positive and productive relationships at all levels | E | A, I |
| 1. Analytical skills, investigating and problem-solving capability | E | A, I |
| 1. Ability to informally train and mentor less experienced staff | D | A, I |
| 1. Ability to influence others based on technical or professional expertise | E | A, I |
| 1. Ability to build and maintain effective networks and relationships | E | A, I |
| 1. Negotiation and influencing skills | E | A, I |
| 1. Experience of using Microsoft Word, Outlook and Excel. | E | A, I |
| 1. Ability to manage a broad and varied workload and work within given parameters to deadlines and targets | E | A, I |
| 1. Excellent communication skills, written and verbal | E | A, I |
| **Other (including special requirements)** |  |  |
| 1. Commitment to equality and diversity | E | A, I |
| 1. Able to travel to a number of locations to deliver role | E | A, I |
| 1. Driving licence and use of a car with business insurance. | E | A, I |
| 1. Commitment to continuous learning and self-improvement | E | A, I |
| 1. Commitment to health and safety | E | A, I |
| 1. Display LCC values and behaviours at all times and actively promote them in others | E | A, I |