**Lancashire County Council**

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

|  |  |  |
| --- | --- | --- |
| **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 |