

## **Job Capsule Supplementary Information: Contract Monitoring Officer**

**This supplementary information for Contract Monitoring Officer is for guidance for Job Level 3 Zone 1**

**Camden Way Category: 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### **Role Purpose:**

Provide contract monitoring and administration duties which support temporary accommodation procurement processes. Undertake related functions that ensure compliance by managing agents and other partnering landlords when procuring accommodation. Execute a range of property management and maintenance services to both property suppliers and homeless households.

### **Example outcomes or objectives that this role will deliver:**

1. Provide a customer-focused administration service to housing suppliers of temporary accommodation; ensure property offers are clearly described, priced accurately in accordance with the Pan London Rates schedule. On a daily basis compile property vacancy listing and disseminate to Accommodation Placement Services, and other relevant internal teams.
2. Regular and proactive liaison with Accommodation Placement Advisors and Team Managers to keep abreast of demand and accommodation types required. Provide timely feedback which aids procuring sufficient quantity and quality of accommodation.
3. Maintain and manage individual property compliance records; ensure housing suppliers submit valid health and safety certificates; create document folders and store securely. Activate the renewal process of suppliers' property documents; check documents held by the team remain compliant, as stipulated under current statutory requirements and guidelines.
4. Work as part of a team to provide and resolve housing suppliers and homeless households' concerns and complaints. Ensure an organised and updated complaints register is maintained in an accessible and legible format, recording outcomes for each informal/formal issue lodged.
5. Collate suppliers' monthly performance stats; conduct data analysis regarding procured properties and present results in various formats.

6. When required, arrange / attend suppliers' performance meetings, build constructive relationships which aid effective service delivery.
7. When required, assist in the administration of decommissioned schemes, adhering to processes or procedures to ensure that schemes are handed back on time to property suppliers.
8. Adhere to procurement financial controls and when required process invoices.

**People Management Responsibilities:**

N/A

**Relationships;**

**External:**

Managing Agents  
Registered Providers  
Private Landlords  
Environmental Health  
Other Local Authorities

**Internal:**

Accommodation Placements Service  
Private Sector Initiatives Team  
Floating Support Service  
Homeless Preventions Services  
Housing Options and Advice Service

**Work Environment:**

The role is primarily office based although the officer will be required to attend external meetings and forums within Camden or outside the borough.

1. The Contract Monitoring Officer will work a 36 hour week and is able to utilise the council's flexible working arrangements
2. The Contract Monitoring Officer will liaise extensively with Managing Agents, RPs, and Contractors, communicate regularly with internal officers and managers at various levels across the council's housing directorate.
3. Ability to manage personal time effectively, work under pressure to deadlines and the ability to plan and monitor a range of front-line operational activities, with minimal day-to-day supervision

**Technical Knowledge and Experience:**

- Knowledge of temporary accommodation provision and a general awareness of contemporary housing issues
- Good numeracy skills
- Experience of providing front-line customer service in housing or other related customer facing environment
- An awareness of Health and Safety requirements for temporary accommodation
- Ability to monitor and manage providers' performance and an ability to resolve complaints or disputes
- Demonstrable experience of partnership working, ability to build and manage professional relationships
- Report writing skills, proficient in analysing performance data and produce results in various formats
- Ability to manage projects and undertake research

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

# Chart Structure

