

Job Description and Person Specification

EV Contracts and Operations Officer

A Lambeth to be proud of



Job Title: EV Operatons and Contracts Officer

Grade: PO2

Department: Fleet Management

Division: Resident & Commercial Services

Business Unit: Fleet Management

Reports to: Fleet Operations Manager

Responsible for: EV contract management and fleet management

Context

The role will be part of the Council's Fleet Management Service within the Residents and Enabling Services Directorate, with priority on operating the Council's electric vehicle charge points and managing contractors that are providing and maintaining electric vehicle charge points across the Borough, to help meet the Council's ambition of Making Lambeth Neighbourhoods Fit for the Future and facilitate the delivery of the Council's Climate Action Plan.

Job Purpose

The role will support the development and operation of EV charge points managed in-house as well as the management of the EV contracts framework, providing professional and procurement advice and guidance to all stakeholders and Council Members. The post holder will ensure accurate invoicing and reporting is undertaken and that contracts are based on the Council's priorities, strategic policies, London-wide and national programmes and policies, and legislation and statute, and as guided. To ensure that all documentation, procedures and systems used to manage the contract are kept up to date.

Responsibilities

- To undertake the monitoring and evaluation of complex contract management activities, including research, evaluation, data analysis, performance monitoring and risk management to ensure cost, service and quality requirements are met. To provide accurate performance and financial reports to management with detailed analysis.
- To ensure service suppliers meet defined requirements, goals and targets and establish supplier improvement targets in cost, quality, and performance delivery.
- To monitor suppliers' performance, ensure service level agreements (SLAs) and key performance indicators (KPIs) are met, and drive improvement.

- To identify any areas of underperformance against key performance indicators, working with service managers to address service failures.
- To participate in complex contractual negotiations and reviews with a wide range of service providers.
- To take responsibility for the negotiation and management of all external and internal procurement arrangements, ensuring that all these activities are carried out in accordance with legislation, council policies and procedures and good practice and that they support the development of service delivery.
- To keep abreast of new legislation, government policy and best practice relevant to procurement and contracting activities.
- To develop and keep updated all relevant contract and procurement documentation in line with the Council's Procurement Policy and with UK and EU legislative requirements. To provide revised contract variations, specifications and other contract related documents to ensure relevance and accuracy at all times.
- To develop business cases, service specifications to working with the project teams to deliver and drive these projects through to their successful completion.
- To lead all aspects of service supplier negotiations (including contract terms, pricing and variations) and performance management.
- To manage the financial process that supports the smooth running of the contracts and agreements. To analyse invoices and provide information to senior officers to approve payment or sanction.
- To maintain best practice in contract management and monitoring/performance skills. To ensure practices that safeguard the Council against contractual and commercial risk are developed and implemented and to ensure that all audit requirements, both internal and external are met.
- To observe all financial standing orders, to manage and report the financial position to senior officers. To work with colleagues to reduce cost and improve the profitability of the unit where applicable.
- To raise and record purchase orders and to reconcile invoices against orders placed and goods received
- To assist in the training and development of staff in contract management principles, supporting and mentoring junior staff.
- Work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
- Take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- To assist in fleet management operations and deputise for the fleet manager, acting as the dedicated Noise Pollution Champion for the Fleet Team.

PERSON SPECIFICATION

EV Operatons and Contracts Officer (PO2)

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Tick" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Qualification	Q1	A relevant degree or demonstrable experience in this sector; CIPS Certificate in Procurement and Supply Operations or prepared to study for this or equivalent qualification.	✓A
Key Knowledge	K1	Detailed knowledge of relevant legislation and its practical implementation; supplier and contract management	✓A
	K2	Knowledge and experience in the development and application of performance management techniques, including the establishment and implementation of performance indicators, benchmarking and interpretation of relevant data	✓A
	K3	Skilled in use of information technology	✓A
Relevant Experience	E1	Proven intensive experience and expertise in contract management in either a public or private sector	✓A
	E2	Experience of using information technology to produce reports and monitor information	✓A
	E3	Demonstrable experience of developing effective working partnerships with internal and external stakeholders to deliver services to agreed performance levels	A

Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that	

		impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes	

		• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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