

Job Summary Overview

Job title	Contracts & Compliance Officer
Career family	Operational Support
Professional pathway	Fleet and Transport
Career family level	Intermediate / Officer (Tier 7)
Grade	10
Reports to	Contracts and Compliance Manager
Financial responsibility	NA
Supervisory responsibility	NA
Reference number	

Job Summary

Contract, Compliance, and Monitoring Officer plays a key role in ensuring the quality, safety, and integrity of Oxfordshire County Council's Supported Transport Service. With over 700 daily operational contracts and more than 500 vehicles transporting vulnerable residents, this role ensures that services are delivered in line with statutory requirements, council policies, and contractual obligations.

The postholder is responsible for managing and monitoring the Council's Dynamic Purchasing System, overseeing provider applications, maintaining the contract register, and ensuring compliance with the DPS Conditions of Contract. They act as the gatekeeper for all contract documentation, ensuring secure handling in line with GDPR, and liaise with Legal and Procurement teams to ensure contracts are appropriately sealed and managed. A core part of the role involves conducting regular audits, site visits, and quality checks of service providers to ensure compliance with Passenger Transport Legislation and safeguarding standards.

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They contribute to service improvement by supporting KPI collection, maintaining accurate records, and using systems to monitor punctuality and regulatory compliance. This is a proactive and detail-oriented role requiring strong communication, analytical, and organisational skills. The postholder must be confident in making informed decisions, managing complex issues, and supporting the delivery of safe, reliable, and value-for-money transport services across Oxfordshire.

- Deliver high-quality operational and administrative services across transport coordination, contract compliance, finance, and vetting, aligned with organisational priorities.
- Monitor and evaluate service performance, using data, KPIs, and feedback to inform improvements and ensure service quality.

- Ensure compliance with relevant legislation, safeguarding protocols, financial regulations, and internal policies, maintaining high standards of service delivery.
- Maintain accurate records and reporting systems, supporting audits, inspections, and operational transparency across multiple service areas.
- Onboarding of new service providers
- Coordinate with internal teams and external providers to ensure effective service delivery, contract management, and stakeholder engagement.
- Support procurement, budget monitoring, and financial processes, ensuring value for money and efficient resource use.
- Contribute to service improvement initiatives, identifying risks, resolving operational issues, and supporting policy development.
- Provide expert advice and operational insight, supporting decision-making and contributing to strategic planning and service development.

Specific requirements	Essential <i>Mark with ✓ ▪</i>	Desirable <i>Mark with ✓ ▪</i>
Experience managing service contracts, ideally in transport, education, or social care.	✓ ▪	
Experience conducting audits, site visits, and quality assurance activities.	✓ ▪	
Previous front line working with internal and external customers, including dealing with difficult and challenging customers	✓ ▪	
Understanding Disclosure and Barring Service (DBS) eligibility and processes	✓ ▪	
Awareness of UK Contract Law	✓ ▪	
Data Protection and GDPR Training	✓ ▪	
Experience in issuing of formal contract warnings, breaches and termination letters when providers fail to meet the necessary contract standard		✓ ▪
Experience in safeguarding checks and vetting procedures.		✓ ▪
Previous experience of Contract Monitoring	✓ ▪	
Good understanding of contract compliance, safeguarding, and health & safety regulations.	✓ ▪	
Strong understanding of contract compliance, safeguarding, and health & safety regulations.	✓ ▪	
Excellent written and verbal communication skills, with the ability to explain complex contractual and compliance matters clearly.	✓ ▪	
High level of attention to detail and accuracy in record-keeping and reporting.	✓ ▪	
Minimum of 5 GCSEs (A*-C) grade or equivalent academic achievements.	✓ ▪	
Ability to work independently and manage competing priorities in a fast-paced environment.	✓ ▪	
Strong IT skills, including use of contract management systems and Microsoft Office tools.	✓ ▪	
Experience in safeguarding checks and vetting procedures	✓ ▪	

Maintenance and audit of the contract register, setting of maximum contract award values in partnership with procurement and finance managers.	✓ ■	
Experience in market engagement and supplier relationship management.	✓ ■	
Follow a planned program of Service Provider visits which will involve face to face meetings with providers. Be escalation point for complex Service Providers	✓ ■	
To react and respond to complaints from parents, schools, providers etc about the transport provided, ensuring accurate record keeping in the complaints log of investigations and outcomes.	✓ ■	

Working Arrangements

- The post is not politically restricted.
- Basic DBS check is required. [Note – this should be based on Verifile record/title]
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy.
- Able to travel across the county and work from various office locations within the county.

Health and Safety at Work [Completed by service lead]

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours

<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		