**SEFTON METROPOLITAN BOROUGH COUNCIL**

JOB DESCRIPTION

**SECTION:** Commissioning – Adult Social Care

**JOB TITLE:** Commissioning Officer

**GRADE:** I

**LOCATION:** Magdalen House

**POST NO**:

**Responsible To:** Strategic Commissioning Manager

### JOB PURPOSE

* Develop and implement a strategic approach to commissioning Adult Social Care services
* Support the development and commissioning of flexible, person-centred services.
* Manage the end-to-end commissioning and de-commissioning processes for specific services and service areas.
* Manage and develop the market to deliver priorities.
* To co-ordinate the monitoring and evaluation of providers, service quality and performance data.
* Support senior management within the Commissioning Team, including deputising in their absence, where appropriate.
* Act as an interface with key stakeholders in developing commissioning plans and activities including, service users, carers, community and voluntary sector, providers, Health and other local and central government departments.

**MAIN DUTIES**

1. To support the commissioning function so as to ensure that a strategic approach is taken, in line with Council priorities and with local and national policy objectives.
2. To understand the needs of Sefton residents and develop the local market to meet those needs in the most cost-effective way, promoting and providing choice to service users.
3. To develop specialist understanding of the commissioning environment within specific areas of need, activity and service types, including: outcomes required; national and local strategies and policies; the nature of the local and national supply market; and the potential for future developments and innovations.
4. To develop and implement evidence-based commissioning policies and strategies to achieve positive outcomes.
5. To promote effective arrangements for governance of commissioning, contracting and procurement activity and compliance with legal, ethical, social and regulatory responsibilities.
6. To support the development, maintenance and implementation of systems and practices for the effective management of risk, quality and quality assurance in relation to commissioning and contracting processes.
7. To encourage innovative approaches to commissioning and commissioned activity, initiating, implementing and supporting change and improvement in services, provision and systems.
8. To ensure that service users and carers are appropriately engaged in all commissioning activities, including the development of commissioning strategies and the planning, development and evaluation of services.
9. Advise Council staff and Providers in relation to the Council’s commissioning and contracting processes, tendering procedures, government and European Commission directives, and contract documentation.
10. Support operational staff/service area leads to specify service requirements, including service objectives, inputs, outputs, outcomes and monitoring arrangements.
11. Oversee the evaluation of potential service providers to ensure that they are viable, reliable and able to deliver required services and share a commitment to the Councils aims and values.
12. Prepare and present written and verbal reports, as necessary, to Council Committees, Senior Managers, service area teams, partners and providers.
13. To encourage innovative approaches to commissioning and commissioned activity, initiating, implementing and supporting change and improvement in services, provision and systems.
14. To assist with the analysis of expenditure and financial risk, and to account for (e.g. monitoring, auditing, quality assuring, authorising etc.) expenditure relating to commissioned services and departmental budgets.
15. To ensure effective communication and information sharing within the commissioning teams, relevant service areas, Senior Management and with colleagues and partners within and outside the Council.
16. To ensure that service areas are advised of problems which exist in relation to service provision and service providers, offering guidance as to possible solutions and alternative courses of action.
17. Respond, in an appropriate manner, to concerns expressed about existing services and/or their providers.
18. Support service users and/or carers where appropriate in resolving provider issues regarding commissioning activities and assisting in the development of service specifications.
19. Participate in Safeguarding strategies and allocate where necessary any ongoing actions defined from strategies.
20. Support the maintenance of the Council’s List(s) of Approved (Contracted) Providers.
21. Facilitate, attend, lead and chair meetings, including, project groups, service user forums and provider forums, as necessary and appropriate to the role.
22. Participate in staff development initiatives as a facilitator and participant.
23. Use own initiative in proactively developing the role.

**SPECIAL CONDITIONS (if applicable)**

The post attracts Casual Car user Allowance.

Due to the nature of the work involved, this post is "exempt" from the provision of the Rehabilitation of Offenders Act 1974 by virtue of the ROA 1974 (Exceptions) (Amendment) Order 1986.

**GENERAL**

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the postholder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

**Prepared by: Name**  Steven Metcalf

**Designation** Strategic Commissioning Manager

**Date**

**PERSON SPECIFICATION**

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| **Post:** Commissioning Officer | **Department:** Adult Social Care |

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| **Personal Attributes Required** | **Essential (E) or**  **Desirable (D)** | **Method of Assessment** |
| **Qualifications**   1. Commissioning/Procurement or other relevant business management qualification | D | AF/C |
| **Experience** |  |  |
| 1. Experience of performance management, Contract management, evaluating/monitoring services and/or systems. | E | AF/I |
| 1. Experience of commissioning, contracting and procurement of social care, health, public health or related services. | E | AF/I |
| 1. Experience of developing contracts and service specifications. | E | AF/I |
| 1. Experience of commissioning, contracting and procurement processes and market development. | E | AF/I |
| 1. Experience of developing and operating quality assurance, risk management, audit and governance processes. | D | AF/I |
| 1. Experience of involving providers and service users in commissioning processes and service monitoring to drive up standards and performance. | D | AF/I |
| 1. Experience of working effectively and in co-operation and partnership with a range of communities, partner agencies, private sector providers, public agencies, voluntary bodies and statutory authorities. | D | AF/I |
| 1. Evidence of working in a team setting and leading, managing and motivating individuals or groups. | E | AF/I |
| 1. Experience of developing and implementing commissioning strategies and policies | D | AF/I |
| 1. Evidence of leading and managing projects. | E | AF/I |
| 1. Experience of using range of ICT systems, including email, internet, office software (e.g. word processing and spreadsheets) and information, record keeping and data collection systems. | E | AF/I |
| Ability, Skills & Knowledge |  |  |
| 1. Good knowledge and understanding of commissioning, contracting and procurement principles, processes and practices. | E | AF/I |
| 1. Knowledge of service standards relating to social care, health, public health or related services. | E | AF/I |
| 1. Ability to set objectives and targets to achieve desired outcomes. | E | AF/I |
| 1. Ability to work on own initiative, within an agreed framework, and to effectively prioritise, manage and organise work in the context of competing priorities. | E | AF/I |
| 1. Well developed time management skills and ability to work to deadlines. | E | AF/I |
| 1. Ability to understand and develop strategies and policies and to translate them into tangible actions to deliver the desired outcomes. | E | AF/I |
| 1. Ability to negotiate and influence people, manage complex relationships and work in a team setting | E | AF/I |
| 1. Ability to communicate effectively both verbally and in writing with a variety of audiences. | E | AF/I |
| 1. Ability to chair and facilitate meetings and events. | E | AF/I |
| 1. Ability to analyse complex situations and documentation, problem solve and devise plans for action | E | AF/I |
| 1. Good understanding and knowledge of social care, health, public health or related service areas. | E | AF/| |
| 1. Ability to work in partnership, including negotiating, communicating and joint working internally and externally to achieve outcomes. | E | AF/I |
| 1. Ability to prepare and present written reports. | E | AF/I |
| 1. Ability to work in a flexible way and adapt to change. | E | AF/I |
| 1. Knowledge and understanding of Safeguarding processes for Vulnerable people. | E | AF/I |
| **Personal Style and Behaviour** |  |  |
| 1. Commitment to ensure services are equally accessible and appropriate to the diverse needs of service users. | E | AF |
| 1. Motivated, optimistic and enthusiastic with the ability to respond to constructive challenge and not be discouraged. | E | AF |
| 1. A team worker who fosters partnerships, works collaboratively across boundaries and achieves results with and through others. | E | AF |
| 1. High degree of probity and integrity. | E | AF |
| 1. A commitment to continuous improvement and promoting positive challenge. | E | AF |
| 1. Commitment to continually develop and update knowledge. | E | AF |
| **Other**   1. Driving Licence. | D | AF/C |
| **SPECIAL REQUIREMENTS**   1. The post is registered as exempt from the Rehabilitation of Offenders Act 1974 therefore; the successful candidate must be able to obtain satisfactory enhanced Criminal Record disclosure in order to be appointed to the post. In this respect a criminal record check will be undertaken prior to confirmation of appointment. | E | C |

**Assessment Methods Key:**

AF – Application Form

C – Certificates

I – Interview