

LONDON BOROUGH OF
HACKNEY

Job Description

POST TITLE: Principal Strategic Lead – NEL Care Markets

DIRECTORATE: Adults Health and Integration

SERVICE: ASC Commissioning

GRADE: PO12

LOCATION: Work Peripatetically across NEL Councils

RESPONSIBLE TO: Director / Assistant Director for Strategic Commissioning

RESPONSIBLE FOR: 0.5 Admin(to be graded)
Contracted out provider (Market analysis) (to be appointed)

TENURE: 2 year fixed contract

PURPOSE OF THE JOB:

To lead on the co-ordination, management and improved sustainability of the care market across North East London (NEL) through an aligned approach. You will work directly with all Directors of Commissioning across the 7 local authorities to agree a work plan over the next 2 years and lead on the delivery of such a workplan.

To be responsible for understanding and articulating the current position across the NEL area, thereby enabling an improvement on the current commissioning approach by means of a process for oversight and management of the market across health and social care.

It is the ambition of the programme of work to appoint a small team to be led by the post holder, including commissioning contract managing an independent provider to support costing models. The post holder will allocate work to and monitor the work of the team they are line managing.

As a member of the leadership team and spanning NEL in terms of collaboration, the post holder has 5 key roles:

1. Strategic lead and oversight of the delivery of a complex change programme, that seeks to develop a creative NEL Care Market Approach, with a strong understanding of commissioning and of health and social care. This includes lead for the development and delivery of a cross borough programme of work with the health and social care market that yields benefits for the local authorities, NHS partners and local residents. The role will do this through strong leadership skills; influencing and persuading others to take forward joint priorities and demonstrating the benefits of such approaches. You will need to find a creative solution to the issue of cross border commissioning.
2. Responsible for coordinating a team that seeks to work across a broad range of stakeholders in NEL, including with local authorities, Integrated Commissioning Board, Care Providers and those who use services.
3. Responsible for ensuring that the work programme meets the requirements set out by the governing board, according to timelines and the deliverables put in place during Year 1 and Year 2.
4. Lead the delivery of a time limited programme that provides clarity on the current position, embeds agreed new ways of working, and sets up the NEL area for an understanding of future development and approach.
5. To manage the budget for the program.

MAIN AREAS OF RESPONSIBILITY:

The postholder will have lead responsibility and accountability for the following:-

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Development and Delivery of Programme

1. Lead on the development and delivery of a cross borough programme of work with the health and adult social care market that yields benefits for the local authorities, NHS partners and local residents. The role will do this through strong leadership skills; influencing and persuading others to take forward joint priorities and demonstrating the benefits of such approaches.
2. Manage the team to use market analysis to develop the use of sustainable cost models, building on the fair cost of care exercise by individual boroughs
3. To undertake a detailed analysis of the various health and social care data sets that inform the work and bring these together into an accessible format to lead change
4. To take a programme management approach to manage various complex streams of work effectively to deliver the benefits specified against a challenging timeframe
5. Develop strong effective networks with commissioners, brokers and others to develop work in partnership, share learning and good practice and ensure delivery is well embedded in each LA

Strategic Direction to NEL DASS Group:

1. To make decisions on the strategic direction of this work on behalf of NEL councils. To decide which contract will be entered into to support the work, appointing via a procurement route a partner to carry out market assessment and research.

2. To form trusting, credible relationships with a range of partners through an ability to think strategically, persuade, negotiate and influence a complex local agenda. This will include working closely with the 5 Directors of Adult Social Care and senior commissioners to agree approaches across the 5 boroughs
3. To lead input into the NEL DASS Group, overseeing this work, through preparing excellent reports, briefings and cases for change that demonstrate strategic oversight, and expert advice and guidance that will drive forwards the delivery of the programme, recognising the common and different drivers of the 5 Councils as well as wider stakeholders, such as ICS colleagues and providers
4. To take forwards actions and new areas of work arising from the direction set in the nEL DASS Group through working flexibly across a wide range of priorities
5. To develop excellent strategic relationships with providers of care to understand the challenges and opportunities providers have and for these to inform supportive and effective partnerships with the Councils and Health partners.

Collaboration & Partnership Working

1. You will need to build relationships at the highest level with DASS's from each of the NEL Boroughs, Directors of NHS NEL, Chief Executives and business owners of provider service.
2. To Chair and support a monthly NEL project board with representative commissioners and finance advisors from all NEL councils, reporting to the NEL DASS meeting on a monthly basis.
3. You will represent and negotiate on behalf of Hackney Council ASC, and all NEL Councils to the DASS group.
4. To develop and maintain high level & good quality relations with NEL London Boroughs on all aspects and the development of a collaborative approach.
5. To liaise at senior level with Managers across the Councils and ICS on relevant key initiatives.
6. To take a lead role in ensuring that wellbeing, prevention and address inequalities is a key consideration, through consultation and involvement with stakeholders across all relevant partners
7. To be a positive and effective senior manager within the team. Working independently on your portfolio whilst collaborating effectively with stakeholders mapped across the programme. and team within the Division.

Programme Development

1. To lead workshops, consultation events and provider forums with key stakeholders.
2. To lead the preparation and delivery of reports to NEL DASS and other Boards as mapped during the programme, including where appropriate ICB, Cabinet and Scrutiny meetings as required.
3. To monitor and be responsible for the outcome of the program and to be responsible for changing the programme if the outcomes are not been achieved
4. To manage a complex range of budgets and funding streams in line with financial regulations, including monitoring budgets, monthly reporting of any significant variations, and advising on future planned budget requirements
5. To represent the Programme and the interests as directed by the NEL DASS Group at external meetings.

Team

1. Be a leader within the team, working effectively across the team, engaging with team/division members in the effective execution of projects.
2. Contributing to the team work plan & KPIs, adhering to milestones and deadlines as set out.
3. Demonstrate commitment to effective inter-personnel, relationship building skills to contribute to building a positive and enabling work environment with colleagues within the team and across the Council.
4. Actively drive the team's high performance culture as well as achieving team targets and monitored key performance indicators.
5. To effectively manage staff, ensuring they receive regular supervision, appraisal and opportunities to develop. Effectively manage capability where required.

Work Environment:

1. This post is hosted by Hackney Council at Hackney Service Centre but is funded by all NEL Councils and you will be responsible to all NEL Councils for the outcome of the programme, to highlight risks and to make changes if the programme is not delivering
2. This is a flexible working arrangement, with need for individuals to work from a range of locations across NEL, including some remote working
3. Laptop and equipment is provided for safe at home and office working

TEAM

The role will directly manage one staff member and work with a commissioned Analytic Partner to be tendered. The team works flexibly and it is possible that the post will manage other roles in the future.

Through the Programme Management approach the role will lead the delivery of work across the 5 Councils, which will require strong matrix management skills where the role will regularly manage programme inputs across Councils.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

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Page 2 of 2

PERSONNEL SPECIFICATION

JOB SPECIFIC REQUIREMENTS

1. Essential experience in the management of change
2. Essential experience in managing contracts and negotiations at a high level
3. Essential knowledge of the economics of running businesses of all sizes that deliver services to Local Councils and NHS clients.
4. Understanding of the key current policy directives for adult social care and health
5. Experience and commitment to promoting partnership and integrated working alongside co-production methods and facilitation skills

Essential QUALIFICATIONS

- Degree or relevant professional qualification or equivalent relevant experience.

Desirable Qualifications

- Qualification in Transformation or Change management

Knowledge Experience

1. Knowledge of local authority and commissioning
2. Knowledge of relevant legislation impacting adult social care
3. Significant experience and understanding of managing complex, multidisciplinary projects across multiple partners
4. Experience of developing new approaches to address system challenges and building support for projects / programmes across multiple stakeholders
5. Expertise around the adult social care market, especially care homes and accommodation services
6. Experience of advising and supporting senior managers and leaders.
7. Ability to interpret complex data effectively to develop new insights which inform evidence-based recommendations
8. Strong and credible communicator
9. Comfortable operating in a fluid and evolving environment, being able to cope with ambiguity, work collaboratively in cross-functional teams and manage multiple interfaces.
10. Knowledge of Health and Social Care needs of vulnerable adults supported by relevant work experience.
11. Significant experience of the adult social care provider sector.
12. Knowledge and understanding of the legislative and contextual framework (e.g. Personalisation, Care Act 2014), government policies and procedures and general direction of current government thinking. Expertise at implementing this in practice to the benefit of local residents.
13. Proficiency in the use and understanding of IT and Information Management and data protection legislation.
14. Excellent communication skills, verbal and written, to high professional standard, adaptable to the audience and setting.
15. Experience and ability of working in a political environment with elected Members.
16. Understanding of the procedures involved in commissioning services and market management.
17. Proven skills and experience of high value commissioning and procurement within adult social care
18. Highly skilled in prioritising and balancing competing demands, managing stress, meeting deadlines and targets, and being appropriately accountable.

DESIRABLE:

1. Strong knowledge of brokerage and quality assurance approaches within health and social care that support the adult social care market
2. Experience working on programmes around integration and across social care and health
3. Awareness of the policy environment around Integrated Care Systems
4. Experience of managing programmes or projects across multiple partners
5. Knowledge of Care Cubed or other financial costings tools

SKILLS:

1. Strong leadership and management skills including people, performance and budget management
2. Ability to work collaboratively, corporately and departmentally creating a strong team spirit
3. Strong role model who demonstrates a personal commitment to high standards of public

- service, honesty and integrity and professionalism
4. Ability to develop and maintain effective partnership arrangements both internal and external to the organisation.
 5. Ability to identify opportunities through multi-agency working that deliver improvements.
 6. Ability to develop and deliver a clear sense of service direction and purpose.
 7. Excellent judgement and demonstrable track record of management decision making.
 8. High level planning and management skills ensuring excellent service delivery.
 9. Ability to think and act strategically, analyse complex evidence and develop practical, innovative and entrepreneurial solutions to the management of strategic issues and complex problems.
 10. Organisational skills to translate strategy into plans and deliver high performing services, managing risks and overcoming barriers to success.
 11. Communication, influencing skills to inform, consult and negotiate with a wide range of audiences in a straightforward, articulate and persuasive manner and the interpersonal ability to engender confidence and respect.
 12. Ability to adopt an innovative approach to complex situations to generate new perspectives and to react positively to problems and develop radical solutions to improve service delivery
 13. Ability to accept and manage changes to circumstances and prioritise, with a track record of fostering and sustaining partnerships, working collaboratively across boundaries and achieves results through motivating and leading others
 14. Demonstrable programme and project management, service redesign, transformation and change management skills