Job Description

Position Details

Position:	Assistant Contracts & Brokerage Officer
Directorate:	Adults & Communities
Service:	Social Care and Housing Support Commissioning Team
Position no:	BG14866
Grade:	5
Hours of work:	37 hours per week
Work style:	Agile Worker
DBS required:	Enhanced Disclosure with Adult Barred List
Contact:	Verity Davies, (01495) 369644
Date:	November 2026

Politically Restricted? ☐ **Yes*** ☒ **No**

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Senior Commissioning Officer

Responsible for: Supporting the review and monitoring of Contract Frameworks, day to day operations of an effective and efficient Brokerage Service and sourcing and commissioning appropriate care and support services for both Adults and Children.

Principal Accountabilities

1. Work closely with Contracts & Commissioning Officers to assist with performance reviews and contract compliance of providers of commissioned services in both the private and voluntary sectors to ensure Best Value is achieved.

2. Identify safeguarding concerns from information provided directly from service providers and ensure that these are acted upon and reported to the relevant personnel i.e. Team Manager / Safeguarding Team / Social Workers / Senior Officers.

3. Broker and commission timely delivery of person centred care and support packages for vulnerable individuals living within their own home, in an effective and efficient manner, in response to referrals from Social Workers, Care Co-ordinators and Occupational Therapists.

4. Identify and select service providers from The Support at Home Framework (domiciliary care services) using a process of selection which is equitable, transparent and fair, in accordance with the department's domiciliary care contract's call off procedure.

5. Maintain active and open dialogue with a range of internal and external stakeholders in order to select and approach service providers, negotiate the details of the care package required and to set up, amend, and serve notice on domiciliary care packages.

6. Initiate and implement creative solutions aimed at ensuring vulnerable individuals are supported with an appropriately commissioned care package when capacity within the market is limited.

7. Complete necessary associated documentation; creation, maintenance and monitoring of service provisions; production of Individual Service Contracts, and inputting of electronic data into software packages such as the All-Wales Social Services database system WCCIS (and any other systems that supersedes this), and Excel spreadsheets.

8. Provide direction to service providers with regards to Council Policy, contractual arrangements, submission of information on a timely basis and good practice within the brokerage process.

9. Manage brokerage processes via established systems for capacity mapping, suspended packages, hospital admissions and discharges and the 'call-off' procedure whilst continually striving for ways of improvement.

10. Provide training and on-going support to staff within the department who will be utilising the brokerage service, including Social Workers who will be making referrals, ensuring procedures are understood and accurately followed.

11. Maintain performance management information systems and assist in the collection and analysis of accurate statistical data for submission to the Corporate Performance Team for WG returns within the required deadlines.

12. The post holder will be expected to be flexible, responsive to change and have the ability to organise their own workload on a daily basis and to support the demands imposed by the service.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positivity promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
HNC or QCF Level 4 or equivalent in a relevant area, or working towards said qualification.	E	A
Experience		
Experience of social care issues and knowledge relating to Adults and Children Services provision	E	A, I
Experience in using sound negotiation techniques and effective interpersonal skills, including good verbal and written communication	E	A, I
Experience of monitoring, reviewing and evaluating performance in a social care contractual framework to ensure Best Value and service user outcomes are achieved	E	A, I
Experience of working with other organisations, including both private and public organisations	E	A, I
Knowledge / Skills		
Proven I.T. skills including use of full Microsoft Office Package	E	A
Knowledge and understanding of CIW Standards and Regulations	E	A, I
Knowledge and understanding of the needs of service users, including those with complex needs	E	A, I
Knowledge of the 'Living Independently' Agenda and outcomes focussed commissioning	E	A, I
Ability to communicate effectively with colleagues and other organisations, including both verbal and written communication.	E	A, I, PP
Ability to work independently when required, showing drive and initiative	E	A, PP
Negotiation skills	E	A, PP
Ability to work under pressure, managing time effectively to meet deadlines	E	A, I, PP
Have a flexible approach to duties	E	A, I, PP
Have an eye for detail	E	A, I, PP
Understand and respect the principles of confidentiality	E	A, I, PP
Personal Attributes		
Positive attitude to improving services and achieving outcomes for Adults and Children	E	I, PP
Positive and driven individual who is committed to delivering a quality service.	E	I, PP
Special Working Conditions / Requirements		
Full UK driving license and access to a vehicle for work purposes	E	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the Welsh Language Skills Guidelines

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	PP
Involves line manager / colleagues in setting and meeting targets	I, PP
Reorganises work when necessary	PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	I, PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	I, PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	I, PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	I, PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	I, PP
Has a professional attitude that sets an example to colleagues	I, PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	I, PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	I, PP
Recognises potential value of others' opinions and actively seeks their contributions	I, PP
Asks for help when necessary	I, PP
Actively seeks to help others	I, PP
Is aware of the impact of own behaviour on others	I, PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	I, PP
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	PP

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