

Job Description

Job Role: Commissioning Officer

Service: All Age Commissioning

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC 8
Location:	Herefordshire
Responsible to:	Commissioning Manager

Main purpose of the role

The post holder will be expected to contribute to the operational delivery of Service objectives at each stage of the commissioning cycle, ensuring effective commissioned services, robust contract and performance management, quality services for residents, effective partnerships and market management.

The post holder will **support the delivery** of a range of commissioning strategies and plans across their own area of responsibility and in partnership with a range of internal and external stakeholders. They will be responsible for **undertaking specific pieces of work** that contribute to the redesign and commissioning of high quality, best value services that meet the needs of some of our most vulnerable residents.

They will also **support the development of performance reporting and service monitoring arrangements** including contract management.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Support the development and implementation of robust commissioning strategies; associated delivery plans, policies, procedures and systems ensuring compliance, governance and best value, quality services. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Research, disseminate and analyse data and information from a variety of sources, including national policy, models of best practice and benchmarking data, to inform commissioning plans. 	<ul style="list-style-type: none"> As required for each commission
<ul style="list-style-type: none"> Work effectively with key internal and external stakeholders, to ensure that commissioning is delivered in a way which maximises resources, delivers continual improvement, delivers best value, improves health and wellbeing and reduces inequalities. 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • Undertake pieces of work to support commissioning plans in relation to needs assessment, demand modelling, service design, options appraisal and business case development, ensuring evidence-based commissioning, in line with the commissioning cycle. 	<ul style="list-style-type: none"> • As required for each commission
<ul style="list-style-type: none"> • Produce, working closely with finance, detailed financial models of the potential/proposed costs of commissioned services in order to inform service design and future delivery model for commissions. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Undertake contract management of services within the portfolio; ensuring the efficient transition of contracts following the procurement of services, performance and contracted monitoring, appropriate amendments to contracts in response to changes in service need, responding to any significant contractual under performance and/or provider failures, escalating to Commissioning Manager as appropriate. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • Support the development, co-ordination and oversight of a range of engagement and co-production approaches to inform commissioning strategies and plans, optimising involvement of people with lived experience and stakeholders, at each stage of the commissioning cycle. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Engage and inform key stakeholders, including providers, service users/carers, wider community (potential customers) and statutory agencies in order to gain the required commitment and resources to ensure that desired outcomes and benefits are achieved in all commissioning plans. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Support the development of a range of joint commissioning activities and associated systems, process and governance arrangements on behalf of the Local Authority and its key partners, as appropriate. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Work closely with the Quality Assurance team to ensure high quality services are delivered to our residents, developing a culture of continuous improvement. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> • Contribute to activities that cultivate, shape, stimulate, develop and promote the social care, public health and children and families market place. 	<ul style="list-style-type: none"> • Weekly
<ul style="list-style-type: none"> • Develop strong and meaningful relationships with providers to ensure open lines of communication and services are delivered in accordance with the specification, working proactively to mitigate sustainability pressures and actualise key opportunities. 	<ul style="list-style-type: none"> • Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • Organise, and/or facilitate high quality engagement and consultation activities with Providers, including Provider Forums and produce intelligence reports to inform recommissioning activity. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Draft decision papers and documents required to support commissioning, procurement, governance and contractual processes. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Attend, participate and contribute in various Boards and working groups, presenting papers, leading items and reporting as required. 	<ul style="list-style-type: none"> • Weekly
<ul style="list-style-type: none"> • Identify funding opportunities, and support bids for funding and associated delivery plans, in accordance with Council governance, where this will contribute to Directorate priorities in relation to relevant areas. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Write and present reports to Commissioning Programme Board, and other forums as appropriate in relation to own areas of work. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Contribute to the Directorate and Service, risk registers and forward plan. 	<ul style="list-style-type: none"> • Monthly
<ul style="list-style-type: none"> • Contribute to the annual fee uplift process, providing evidence based intelligence and information for relevant service areas. 	<ul style="list-style-type: none"> • Annually
<ul style="list-style-type: none"> • Line manage Commissioning Support Officers as required, in line with Council policies. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Represent the council at local, regional and national networks and events as appropriate. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Deputise for the Commissioning Manager as and when required. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> • Undertake any other duties as appropriate, commensurate with grade and as requested by line manager. 	<ul style="list-style-type: none"> • As required



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> A degree level or equivalent qualification or relevant professional experience commensurate with the role 	Essential	A, I
<ul style="list-style-type: none"> Evidence of personal commitment to continuous professional development and improvement 	Essential	A, I
<ul style="list-style-type: none"> Qualification in Commissioning or evidence of relevant training 	Desirable	A,I
<ul style="list-style-type: none"> Project Management qualification 	Desirable	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Experience in the commissioning, contracting management and performance monitoring of social care, public health or early intervention and prevention services 	Essential	A,I
<ul style="list-style-type: none"> Experience in developing and implementing commissioning plans, in line with the commissioning cycle 	Essential	A, I
<ul style="list-style-type: none"> Experience of market management and development 	Desirable	A,I
<ul style="list-style-type: none"> Experience working within Contracts Regulations and Procurement Law 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Experience of working within a political environment 	Essential	A, I
<ul style="list-style-type: none"> Experience of financial and performance monitoring 	Essential	A, I
<ul style="list-style-type: none"> Experience of developing good working relationships within the organisation and with partner organisations 	Essential	A, I
<ul style="list-style-type: none"> Experience in delivering improved outcomes for people who use our services 	Essential	A, I
<ul style="list-style-type: none"> Experience in contract management 	Essential	A, I
<ul style="list-style-type: none"> Experience of line managing staff in accordance with HR policies 	Desirable	A, I
<ul style="list-style-type: none"> Knowledge of local government issues and priorities 	Essential	A, I
<ul style="list-style-type: none"> Understanding of JSNA data and wider data and performance sources – ability to transfer data into commissioning reporting 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Ability to organise work effectively and efficiently, prioritising and delivering to deadlines 	Essential	A, I
<ul style="list-style-type: none"> Ability to use own initiative and operate without the need for day to day supervision, making reasoned judgements and decisions that stand up to scrutiny. 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to interpret and analyse statistical data, financial and qualitative information 	Essential	A, I
<ul style="list-style-type: none"> Ability to support, develop and deliver option proposals, appraisals and business cases. 	Essential	A, I
<ul style="list-style-type: none"> Ability to manage projects to the delivery of successful outcomes 	Essential	A, I
<ul style="list-style-type: none"> Ability to stay abreast of legislation and national and local developments affecting the services managed 	Essential	A, I
<ul style="list-style-type: none"> Good written, oral and presentation skills 	Essential	A,I
<ul style="list-style-type: none"> Good report writing skills 	Essential	A,I
<ul style="list-style-type: none"> Ability to involve people with lived experience in service design, development, delivery and review 	Essential	A,I
<ul style="list-style-type: none"> Ability to work under pressure and be able to work under public scrutiny 	Essential	A,I
<ul style="list-style-type: none"> Ability to travel within and outside of the County 	Essential	A,I
<ul style="list-style-type: none"> Willingness and ability to work outside normal office hours as and when required eg; evening meetings, co-production events etc 	Essential	A,I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

