| Role Structure | Role Details |
| --- | --- |
| Directorate: | Community Wellbeing |
| Grade: | HC 6 |
| Location: | Herefordshire |
| Responsible to: | Commissioning Manager |

# Job Description

# Job Role: Commissioning Support Officer

**Service: All Age Commissioning**

## **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 assist in the delivery of a range of commissioning strategies and plans across the service and in partnership with a range of internal and external stakeholders. They will be responsible for supporting 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 undertake tasks required in relation to performance reporting and service monitoring arrangements including contract management.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Assist in the development and implementation of robust commissioning strategies; associated delivery plans, policies, procedures and systems ensuring compliance, governance and best value, quality services. | * Daily |
| * Provide support to the different stages of the commissioning cycle (including implementation, procurement, mobilization, contracting, monitoring and evaluation) | * Daily |
| * Provide support to 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. | * As required for each commission |
| * To contribute to the development of systems and processes and ensure the maintenance of all documentation and data sets to support effective commissioning and quality assurance | * Daily |
| * 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. | * Daily |
| * Undertake tasks 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. | * As required for each commission |
| * Support the Commissioning Officers with the production of financial analysis, working closely with finance, to assist with financial modelling of the potential/proposed costs of commissioned services in order to inform service design and future delivery model for commissions. | * As required |
| * Undertake a range of tasks that support the implementation and management of contracts such as, issuing individual service / placement agreements, establishing payment arrangements, raising POs, actioning invoices, collating contract monitoring information, supporting contract management meetings, liaising with providers as required. | * Daily |
| * Assist with 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. | * As required |
| * Assist in 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. | * As required |
| * Work closely with the Quality Assurance team to ensure high quality services are delivered to our residents, developing a culture of continuous improvement. | * Daily |
| * Assist with activities that cultivate, shape, stimulate, develop and promote the social care, public health and children and families market place. | * Weekly |
| * Develop strong and meaningful relationships with providers to ensure open lines of communication and services are delivered in accordance with the specification. | * Daily |
| * Support engagement and consultation activities with Providers, including Provider Forums and production of intelligence reports to inform recommissioning activity. | * As required |
| * Assist in the production of papers and documents required to support commissioning, procurement, governance and contractual processes. | * As required |
| * Attend, participate and contribute in various working groups. | * Weekly |
| * Assist in the production of bids for funding and associated delivery plans. | * As required |
| * Assist in the collation of reports to Commissioning Programme Board, and other forums as appropriate in relation to own areas of work. | * As required |
| * Contribute to the Directorate and Service, risk registers and forward plan. | * Monthly |
| * Support the annual fee uplift process, providing evidence based intelligence and information for relevant service areas and support the implementation of new fee rates | * Annually |
| * Represent the council at local, regional and national networks and events as appropriate. | * As required |
| * Deputise for Commissioning Officer and provide cover for other commissioning support officers as and when required. | * As required |
| * Undertake any other duties as appropriate, commensurate with grade and as requested by line manager. | * As required |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * GCSE grade A-C or equivalent in Maths and English or relevant professional experience commensurate with the role | Essential | A, I |
| * Evidence of personal commitment to continuous professional development and improvement | Essential | A, I |
| * NVQ level 3 in a relevant subject or A / AS level qualification | Desirable | A.I |
| * Project Management qualification | Desirable | A, I |
| **Experience & Knowledge** | | |
| * Experience in commissioning, contracting management and/or performance monitoring | Essential | A,I |
| * Experience working within Contracts Regulations and Procurement Law | Desirable | A, I |
| * Experience of working within a political environment | Desirable | A, I |
| * Experience of data and document maintenance and administration. | Essential | A,I |
| * Experience of developing good working relationships within the organisation and with partner organisations | Essential | A,I |
| * Experience in supporting improved outcomes for people who use services | Essential | A, I |
| * Knowledge of local government issues and priorities | Essential | A,I |
| * Experience in using and analysing data and financial analysis | Desirable | A,I |
| **Skills and Abilities** | | |
| * Ability to organise work effectively and efficiently, prioritising and delivering to deadlines | Essential | A, I |
| * 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 |
| * Ability to interpret and analyse statistical data, financial and qualitative information | Essential | A, I |
| * Ability to understand systems and processes and to investigate and resolve issues | Essential | A, I |
| * Excellent IT skills with a working knowledge of Microsoft Office packages particularly Word, Access, Excel and PowerPoint | Essential | A, I |
| * Ability to supportthe preparation of option proposals, appraisals and business cases. | Desirable | A, I |
| * Ability to manage projects to the delivery of successful outcomes | Desirable | A, I |
| * Ability to stay abreast of legislation and national and local developments affecting the services managed | Essential | A, I |
| * Good written, oral and presentation skills | Essential | A,I |
| * Good attention to detail | Essential | A,I |
| * Ability to engage people with lived experience. | Essential | A,I |
| * Ability to work under pressure and be able to work under public scrutiny | Essential | A,I |
| * Ability to travel within and outside of the County | Essential | A,I |
| * 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.