**ROLE PROFILE: SERVICE MANAGER (COMMISSIONING) HC11 JOB TITLE: Partnerships and Better Care Fund Manager**

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| **ROLE PURPOSE:** The Partnerships and Better Care Fund (BCF) Manager, working in partnership with health and key stakeholders, will ensure the successful delivery of the BCF, iBCF, winter pressures and Adult Social Care Discharge Fund programmes and other Section 75 arrangements as required. This will include business planning and commissioning and procurement plans for relevant services. The post holder, will also contribute to the management of contract outcomes and key performance indicators through effective working with commissioning colleagues, feeding intelligence into all stages of the commissioning cycle. | | |
| **ACCOUNTABILITIES SPECIFIC TO THIS ROLE**  *(Identify any project management responsibilities)*   * To be accountable for leading the annual and periodic review of the Better Care Fund and associated funding streams and make recommendations for future commissioning of integrated services, working closely with finance, transformation and improvement and data leads. * Manage the BCF and associated schemes, shaping and developing arrangements with support from others. * Working closely with relevant colleagues and liaising with all partners, lead the development and delivery of the BCF, IBCF, winter pressure and Adult Social Care Discharge fund plans. * Working closely with the transformation and improvement team, lead the completion of national report requirements, ensuring governance processes are fulfilled and deadlines are met, also prepare quarterly BCF reporting for Integrated Care executive and other relevant bodies. * Ensure regular detailed and accurate reporting to Commissioning Programme Board, BCF Partnership Group, Discharge to Assess Board, Integrated Care Executive, One Herefordshire Partnership and other Boards or governing bodies as appropriate. * To be accountable for leading the commissioning of associated services; ensuring high quality services and pathways, developing clear specifications with outcome frameworks, understanding the wider system changes required, negotiating and optimising the investment, meeting agreed targets and delivering required efficiencies using appropriate monitoring and inspection regimes. * Working closely with the BCF finance lead, ensure the various funding streams for integrated provision within the BCF and related schemes, achieve value for money and the delivery of outcomes. * Working closely with the BCF data lead, ensure all data, analysis and performance information is collated and submitted in a timely manner, including demand and capacity information. * Chair and lead the strategic development of the BCF Partnership Group (BCPG), ensuring key stakeholders from across organisations and sectors work together collaboratively. * To be accountable for leading the development and delivery of the work plan for the BCF Partnership Group, ensuring the work of the group is regularly reviewed and take the lead in driving forward agreed improvements, whilst leading effective policy support, to ensure they are learning from best practice, sharing knowledge and thinking and combining resources to reduce cost and improve outcomes. * Develop and manage relationships with all relevant stakeholder groups including Council and NHS staff, external providers and users of local services. This will include on-going communication about the BCF as well as opportunities for active stakeholder engagement and partnerships where appropriate. * To be accountable for leading timely and regular reviews of associated service delivery, making recommendations for change, investment and disinvestment. Where there is a need to disinvest in schemes and services ensure appropriate governance and a stable transition to BAU of closure. * Review and continuously work with providers to improve service delivery for associated schemes, making recommendations for change where appropriate, including those brought about through legislation and ensuring that such change is managed effectively through effective collaborative working with providers. * Represent the system at local, regional and national networks and events as appropriate. * Deputise for the Head of Service as and when required and undertake any other duties as appropriate, commensurate with grade and as requested by line manager. | | |
| **ACCOUNTABILITIES**   1. Lead the team, which may include external representation, to provide advice, analysis and support to the service area, focusing on the needs of the defined localities within Herefordshire. 2. Monitor and manage contracts and commissioning arrangements, liaising with providers to meet targets and enhance services. 3. Plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required. 4. Act as a technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area. 5. Co-ordinate and integrate council resources to manage both routine and complex business issues and risks to meet agreed service standards. 6. Analyse customer requirements across localities and inform service specifications. 7. Identify better ways of doing things and make recommendations for wider improvements to policies, systems, practices and procedures. 8. Participate effectively and contribute to corporate programmes to help deliver change management and service improvements. 9. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance. 10. Establish and maintain good working relationships with internal colleagues, and represent the council on appropriate forums where required. 11. Understand and meet all required legislation and governance to deliver the required standards. | * Track record of application of technical guidance in a public service environment. * Experience of operating within a commissioning role to successfully ensure the delivery of outcomes. * Experience of service design and quality improvement. * Ability to identify trends and develop new concepts. * Experience of managing networks in a partnership environment, including working knowledge of partnering/ contract management. * Experience of managing staff, budgets and service areas. * Evidence of persuasion and negotiation at a senior level. * An excellent professional, technical and developmental record in a relevant technical area that is public service focused, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification to Qualifications & Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both. | |
| ***Employees and culture***   * Employee engagement * Co-operation * Concept formation * Change management | ***Relationships***   * Influence * Level of understanding by others of information provided * Peer and partnership feedback |
| **PERFORMANCE MEASURES**  ***Customer Service***   * Quality and timeliness of advice/ service provided * Customer satisfaction/ service quality | ***Value for Money***   * Cost reduction * Service improvement |
| **LEADERSHIP BEHAVIOURS**  **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**  Working in partnership and with all our diverse communities. 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. | | |
| **STATUTORY DUTIES (service specific must be completed before the Role Profile is valid)** | | |