| Role Structure | Role Details |
| --- | --- |
| Directorate: | Community Wellbeing |
| Grade: | HC 10 |
| Location: | Herefordshire |
| Responsible to: | Head of Service |

# Job Description

# Job Role: Commissioning Manager

**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.

## This will include managing 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. The Commissioning Manager will work closely with senior leadership team across the Service, corporate colleagues and key stakeholders, including people who use our services and their Carers, to deliver agreed commissioning outcomes.

## The post holder with be responsible for commissioning high quality, best value services that meet the needs of some of our most vulnerable residents.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Lead and manage the development and implementation of robust commissioning strategies; associated delivery plans, policies, procedures and systems ensuring compliance, governance and best value, quality services. | * Daily |
| * Research, disseminate and analyse a range of highly complex data and information from a variety of sources, including national policy, models of best practice and benchmarking data, to draw conclusions and inform commissioning plans, reporting to the Head of Service, Directorate Leadership Team, Elected Members and senior leaders from partner organisations’ as appropriate. | * As required for each commission |
| * Work effectively with key internal and external stakeholders, to ensure that the commissioning and procurement pipeline, within the post holder’s portfolio, is managed and delivered in a way which maximises resources, delivers continual improvement, delivers best value, improves health and wellbeing and reduces inequalities. | * Daily |
| * Lead and facilitate 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 |
| * 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 all commissions, including developing innovative solutions to future financial pressures. | * As required |
| * Lead and oversee the contract management of all 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 and the effective response to any significant contractual under performance and/or provider failures. | * Daily |
| * Develop, co-ordinate and oversee 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 |
| * Lead, influence, 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. | * As required |
| * Lead 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 |
| * Cultivate, shape, stimulate, develop and promote the social care, public health and children and families marketplace. | * Weekly |
| * 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. | * Daily |
| * Organise, chair and/or facilitate high quality engagement and consultation activities with Providers, including Provider Forums and produce intelligence reports to inform recommissioning activity. | * As required |
| * Draft decision papers and documents required to support commissioning, procurement, governance and contractual processes. | * As required |
| * Chair, attend, participate and contribute in various Boards and working groups, presenting papers, leading items and reporting as required. | * Weekly |
| * Identify funding opportunities, lead bids for funding and associated delivery plans, in accordance with Council governance, where this will contribute to Directorate priorities in relation to relevant areas. | * As required |
| * Ensure regular detailed and accurate reporting to Commissioning Programme Board, Directorate Leadership Team and other Boards or governing bodies as appropriate. | * As required |
| * Contribute to and advise upon the Directorate and Service, risk registers and forward plan. | * Monthly |
| * Manage, supervise and develop the team of commissioning officers and commissioning support officers, to ensure that resources are effectively deployed and utilized, this will include direct line management and aspects of matrix management across the team. | * Daily |
| * Contribute to the annual fee uplift process, providing evidence-based intelligence and information for relevant service areas. | * Annually |
| * Represent the council at local, regional and national networks and events as appropriate. | * As required |
| * Deputise for the Head of Service 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** | | |
| * A degree level or equivalent qualification or relevant professional experience commensurate with the role | Essential | A, I |
| * Evidence of personal commitment to continuous professional development and improvement | Essential | A, I |
| * Qualification in Strategic Commissioning, Management or equivalent | Desirable | A, I |
| * Project Management qualification | Desirable | A, I |
| **Experience & Knowledge** | | |
| * Extensive professional experience in managing and leading social care, public health or early intervention and prevention commissioning strategies | Essential | A, I |
| * Experience of implementing all stages of the commissioning cycle, with reference to needs analysis, planning, designing, implementing and reviewing service change | Essential | A,I |
| * Extensive experience in developing and implementing complex commissioning plans, in line with the commissioning cycle | Essential | A, I |
| * Experience of market development, analysis and shaping including different types of markets, supplier capabilities and future developments | Essential | A,I |
| * Extensive experience working within Contracts Regulations and Procurement Law | Essential | A, I |
| * Experience of working within a political environment | Essential | A, I |
| * Experience of financial modelling and monitoring budgets/spend against activity reporting | Essential | A,I |
| * A proven track record of successful partnership working across a range of organisations | Essential | A,I |
| * Experience in delivering improved outcomes for people who use our services | Essential | A, I |
| * Experience of leading, managing, supervising and motivating staff in accordance with HR policies | Essential | A,I |
| * Experience in contract management | Essential | A,I |
| * Knowledge of local government issues and priorities | Essential | A,I |
| * Understanding of JSNA data and wider data and performance sources – ability to transfer data into commissioning reporting | Essential | A,I |
| **Skills and Abilities** | | |
| * Ability to manage a high volume and complex commissioning portfolio | Essential | A, I |
| * Ability to interpret and analyse a range complex information | Essential | A, I |
| * Ability to deliver transformational change projects | Essential | A, I |
| * Ability to stay abreast of legislation and national and local developments affecting the services managed | Essential | A, I |
| * Excellent written, oral and presentation skills | Essential | A,I |
| * Excellent report writing skills | Essential | A,I |
| * Ability to involve people with lived experience in service design, development, delivery and review | Essential | A,I |
| * Ability to cope with ambiguity, uncertainty and 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.