| Role Structure | Role Details |
| --- | --- |
| Directorate: | Children & Young People |
| Grade: | HC07 |
| Location: | Hereford |
| Responsible to: | Commissioning Manager – Starting Well |

# Job Description

# Brokerage Officer

**Children and Young People**

**(Non-accommodation and**

**Short Breaks)**

## 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.

The post holder, under the direction of the Commissioning Manager, will lead on sourcing, negotiating and commissioning of high-quality cost effective short breaks and non-accommodation services to support colleagues within Children and Young People Directorate to improve outcomes for children and families.

They will also support 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.

The post-holder will be expected to work within legislation and policy guidance both nationally and locally.

The post holder will be required to work closely with the All Age Commissioning Service and Home Finding Team, providers and other organisations as required.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * The post holder will develop high quality and responsive services that will deliver improved outcomes particularly for vulnerable children including their families and carers | * Ongoing |
| * Supervise and develop the team of commissioning support officers, to ensure that resources are effectively deployed and utilised, this will include overseeing business as usual and supporting new colleagues.. | * Daily |
| * Work with a range of teams across social care, education, and health to ensure that referrals are understood and services found that meets need. This includes to ensure approvals and finance are in place and ensure oversight of packages of support, challenging responsiveness and performance as needed. | * Daily |
| * To contribute to the development and maintaining of systems and processes and ensure the maintenance of all documentation and data sets to feed into the All Age Commissioning service. | * Daily |
| * Work independently and as part of a wider team, using initiative and communication skills in a fast paced environment to secure agreement from stakeholders where necessary in completing key pieces of work. | * Ongoing |
| * Support the development and delivery of related commissioning plans, strategies and action plans. This includes to undertake research and evaluation, providing analytical reports outlining use of services, demand etc. These reports will support wider commissioning conversations. | * Ongoing |
| * Deliver an effective searching and contracting function regarding short breaks packages and non-accommodation services by sourcing and negotiating contracts purchased by the Council from external service providers. | * Ongoing |
| * Use key tools and techniques of commissioning including local, regional, and national approaches to purchase services and or packages of support of good quality and value. Packages of support may include short breaks, and other service offers such as mediation and therapy. | * Ongoing |
| * In an emergency situation and outside of usual contract framework arrangements, source and commission under spot contract arrangements as appropriate. These emergency short break requests are often challenging when trying to identify appropriate needs to meet requirements. | * As required |
| * Ensure contractual agreements are issued as appropriate to Providers for the provision of services commissioned, in a consistent and timely manner. | * Ongoing |
| * Ensure that service providers are contract compliant, including escalating any safeguarding or quality concerns to line manager or Children and Young Peoples Quality Assurance team as appropriate. | * Ongoing |
| * Ensure accurate and timely records are completed in respect of all short breaks and non- accommodation packages with external providers, including updating any ICT systems e.g., Excel, Mosaic, BW, SharePoint etc. | * Ongoing |
| * Work closely and flexibly with the colleagues in the team so that placements business continuity is assured, including managing occasional emergency service requests beyond normal office hours. | * Ongoing |
| * Keep up to date with current national, regional, and local guidance and legislation relevant to children’s placements and related services | * Ongoing |
| * Work closely with the Children and Young People’s Quality Assurance team to ensure robust quality and effective services, undertaking joint Quality Assurance visits as appropriate. | * As required |
| * Ensure that work is delivered within agreed timescales and resources and to agreed outcomes. | * Ongoing |
| * Represent the Brokerage commissioning service at meetings internally and externally, as required with providers and the regional short breaks and framework groups | * Ongoing |
| * Any other duties as delegated, commensurate with the nature of the job and level of responsibility | * Ongoing |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Educated to NVQ level 3 or 4 in a relevant field or significant relevant experience. | Essential | A, I |
| * GCSE or equivalent in English and Maths, grade C or above | Essential | A, I |
| * Evidence of continuing professional development | Essential | A,I |
| * Training in Standard software packages such as Excel, Mosaic, BW and SharePoint | Desirable | A, I |
| **Experience & Knowledge** | | |
| * Experience of working across agencies in the delivery of Social Care / Health / Education | Essential | A, I |
| * Experience of sourcing care packages and/or support services on behalf of social workers | Essential | A,I |
| * Experience of contracting activity | Essential | A, I |
| * Experience of working in a fast-paced environment | Essential | A, I |
| * Proven ability to negotiate and co-ordinate services to maximise efficiency and prioritise available resources/capacity. | Essential | A, I |
| * Experience in the procurement of services/goods | Essential | A, I |
| * Experience or detailed knowledge of engagement, consultation and co-production. | Essential | A,I |
| * Experience of prioritising and managing own workload | Essential | A, I |
| * Knowledge of current issues facing health, education and social care sectors | Essential | A, I |
| * Knowledge of quality assurance and performance | Essential | A, I |
| * Knowledge of contractual issues | Essential | A, I |
| **Skills and Abilities** | | |
| * Excellent IT skills to input and monitor service delivery e.g. Excel, Mosaic, BW and SharePoint | Essential | A, I |
| * Ability to develop and maintain effective record/reporting systems. | Essential | A,I |
| * Ability to show a high level of written and verbal presentation. | Essential | A, I |
| * Ability to be able to analyse and interpret complex data | Essential | A, I |
| * Ability to develop and promote positive relationships with staff at all levels in provider and partner organisations in the statutory, voluntary and private sectors. | Essential | A,I |
| * Ability to investigate and resolve financial and contractual queries. | Essential | A, I |
| * Excellent negotiation skills and the ability to negotiate cost with providers. | Essential | A,I |
| * Ability to negotiate provision of services as well as changes to service levels. | Essential | A,I |
| * Commitment to the delivery of quality service provision through contractual arrangements to ensure best value for Herefordshire Council | Essential | A, I |
| * Ability to communicate effectively in a Multi–Agency context. | Essential | A, I |
| * Ability to prioritise personal workload | Essential | A, I |
| * Ability to work independently and meet deadlines | Essential | A, I |
| * Ability to work as part of a team and unsupervised | Essential | A, I |
| * Ability to quickly learn new areas of knowledge | Essential | A, I |
| **Other Factors** | | |
| * Ability to travel within and outside of County if required | Essential | A,I |
| * Requirement to work outside office hours when required | 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.