

JOB DESCRIPTION

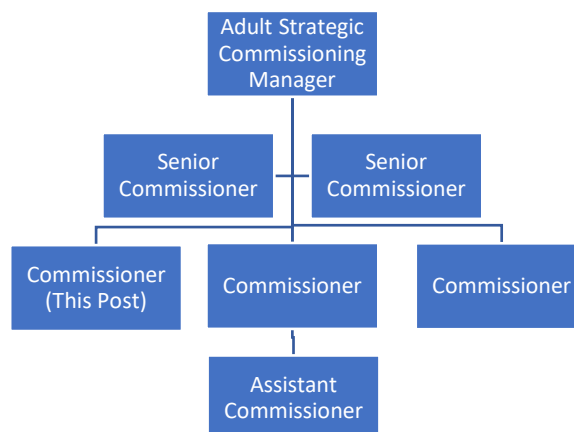
Job Title:	Quality Assurance Commissioner - Adults		
Directorate:	People	Salary:	£41,771 – £47,181 per year plus £729 London Weighting
Section:	Strategic Commissioning	Grade:	BG-F SCP 31 - 36
Location:	Times Square	Work Style:	Hybrid

Key Objectives of the role

- To lead and deliver a broad range of commissioning activities across all stages of the commissioning cycle, ensuring a high standard of professionalism and effectiveness.
- To provide expert advice and support to managers, colleagues across the council, and partner organisations - building strong, collaborative relationships to support strategic service development.
- To take ownership of a portfolio of contracts, ensuring services are delivered in line with agreed specifications, and proactively addressing any areas of underperformance.
- To consistently apply the commissioning cycle in a safe, efficient, and coherent manner to enable the council to achieve excellent outcomes for residents and deliver outstanding value for money for taxpayers.

Designation of post and position within departmental structure

The post will be accountable to the Adult Strategic Commissioning Manager and sits alongside an existing Commissioner post.



Main Duties and Responsibilities

Delivery and Leadership

- To undertake work that is varied and sometimes complex in nature, across a range of activities relating to the client group area. This may include commissioning reviews, market oversight and development, contract management and procurement.
- To play a role in the development of commissioning strategies.
- To ensure that work assigned to you is delivered effectively, with clear goals, plans and milestones, including where you are working on objectives for managers other than your line manager.
- Provide technical advice including supporting your team to establish best practice policy and procedures and supporting and training staff in other areas of the department.
- To deliver commissioning reviews and projects ensuring that they achieve expected outcomes in a timely way.
- Be responsible for outcomes and ensuring that you remain focused on delivering according to priorities established for you. This will include responsibility both for a range of contracts (acting as contract manager) and project activities.
- Be responsible for ensuring that you model the council's values and behaviours, your personal productivity and for ensuring that you operate within the policies and procedures required by the council.
- Utilise the tools and processes for delivering and tracking performance.
- Undertake your work in a way that activity supports the council to deliver outstanding value for money for the taxpayer.
- Undertake available learning and development opportunities and show commitment to continuous development to maximise potential and ensure the continued delivery of quality services.
- Provide clear, balanced and accurate advice and guidance to managers on strategic and operational service issues and challenges.
- Scan the landscape of the public sector for opportunities to improve outcomes.

Client Group Responsibilities

- The post-holder will work closely and in partnership with the operational teams for the service areas / client groups that they are commissioning for.
- Engage with staff at all levels to gain a full and thorough understanding of operational challenges, existing performance of commissioning and commissioned services, and opportunities to improve.
- Take part in supporting the development of commissioning strategies and market plans in relation to the client groups they support.
- Develop and maintain an understanding of best practice, development and opportunities in relation to their client group.
- Build relationships with peers in other local authorities and partner organisations to identify opportunities for joint working and development.
- Manage a portfolio of contracts, up to and including those that have been identified as medium risk due to impact on recipients or financial value.
- Be the contract manager for a range of assigned contract categories and individual contracts, ensuring that they deliver according to specifications.
- Ensure all contracts have targets for delivery which the post-holder should be working with the provider to deliver. These contracts will include some that are complex in nature – for example those that have a significant combined value (greater than £1m) and /or relate to a range of providers and services that are high risk (owing to the vulnerable nature of the recipients and/or historical poor performance).

- Ensure that the voice of the individuals and families receiving services are central to the process of developing services and projects, as well as in reviewing and improving the provision of services.
- Ensure that the vulnerable people who receive services are safeguarded at all times through effective contract management, challenge and escalation of issues to the council's safeguarding teams.
- Work with colleagues to establish opportunities for savings and efficiencies, developing these into achievable initiatives and ensuring successful delivery. The post-holder will be responsible for delivery of those savings that relate to the contracts they manage.

Technical Area Responsibilities (General)

The post-holder will:

- Develop technical expertise.
- Deliver time limited/project activities that relate to the technical area of responsibility.
- The post-holder will be responsible for delivering agreed work packages in line with agreed scope, duration and outcome delivery.
- The post-holder will be responsible for delivery of projects of medium complexity. Complexity will be determined by value of services involved, level of risk to individuals and the level of change management required. Medium complex initiatives are likely to include services that range between £0.5m and £3m per annum, have a significant impact on the lives of vulnerable recipients and require some change of practice both internally and across multiple external providers.
- As part of a team, with more senior colleagues, you will be expected to contribute to complex projects as required.
- Contribute to the development of the council's policies and procedures in line with operational needs, best practice and legislative guidance and requirements.
- Provide advice and support to colleagues across the council as required.
- Utilise governance mechanisms developed as required to ensure that policies and procedures are implemented consistently and effectively.

Technical Areas

Commissioning reviews

- Undertake, and hold responsibility for, commissioning reviews, change management and development projects that have been prioritised by the Head of Commissioning and People DMT and allocated to you.
- Develop your ability to undertake projects in line with agreed methodologies.
- Ensure that commissioning reviews assigned to you are delivered on time, within available resources and achieving required impacts.
- Contribute to the council's transformation programme by delivering aspects of transformation projects as required.
- Ensure that you use the council's required procedures to deliver in a consistent and effective way.

Market oversight and development

- Support the development of the department's approach to market development.
- Develop expertise in relation to market development for people services.
- Develop links and work in partnership with existing and potential providers – whether in the voluntary and community, or private sectors.
- Support the maintenance and development of the council's market database, its operating procedures and any future development.
- Support the development, implementation and maintenance of a market position statement for the council.
- Undertake market development projects and activities assigned to you in line with agreed methodologies.

- Develop an understanding of best practice and developments in relation to market development within adults services.
- Support the council's Care Governance Board and performance and quality governance mechanisms.
- Support the development of appropriate procedures to safeguard and oversee the market of support for self-funders and people using direct payments.
- Work with providers to put in place initiatives to ensure the market can respond to and meet service user/ patient and carer outcomes and that commissioning plans are co-produced with service users/ patients, carers and other stakeholder groups.

Contracting and procurement

- Support the development of the council's approach to contract monitoring and management.
- Support and contribute to effective governance and reporting for contract performance information, risks and opportunities.
- Support colleagues across the team to ensure that all contracts have clear outcomes and measures, including achievable targets.
- Provide support to colleagues in relation to contract management and procurement
- Lead on allocated procurement activity, working in partners with colleagues to ensure an effective exercise that leads to the best outcomes for local residents.
- Work closely with the council's Corporate Procurement team.
- Ensure that you support the maintenance of the council's contract list for People Services, taking responsibility to ensure this is kept up to date, is accurate, and is communicated effectively.
- Support colleagues to ensure processes are in place for quality assuring new providers and that new contracts and new arrangements are implemented effectively.

Scope of role

This is a demanding post requiring experience of commissioning, technical skills and the ability to influence colleagues and partners. It requires project management and managerial skills in order to ensure assigned work contributes fully to the council's objectives.

The post will be responsible for managing projects and other areas of work in which a matrix management approach may be applied. This could include managing people from across a range of disciplines to complete aspects of tasks that are the post-holder's responsibility. The success of this post will relate to the success of the People Directorate in delivering according to budget and supporting people to achieve positive outcomes.

- The post-holder will be responsible for a range of contracts, some of which will have a level of financial risk and significant impact on the wellbeing of vulnerable adults
- The post-holder will be responsible for the delivery of savings (likely to be in excess of £100k each year) in relation to contract management and delivery of projects

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Degree level qualification, or significant equivalent experience and training	Project Management qualification
	Evidence of continued professional development	Appropriate accreditation/ registration with a professional body
		Evidence of training in relation to commissioning and related disciplines
Competence Summary (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>Knowledge: Up to date knowledge of issues and legislation relating to adults within Health and Social Care and knowledge of Government agenda for Adult services</p> <p>Knowledge of major issues facing Local Government, NHS Trusts, Adult Social Care and the private and independent Health and Social Care sectors.</p> <p>Understanding: Understanding of relevant legislation, statutory guidance and national policies</p> <p>Understanding and application of commissioning methodologies</p> <p>Excellent understanding of market development methodologies</p> <p>Excellent understanding of project management, change management and service development</p> <p>Excellent understanding of contracting and procurement</p> <p>Experience: Experience of undertaking all aspects of the commissioning cycle</p>	

Experience of working as a commissioner in either adults, children's or health services or comparable role

Professional expertise and experience in relation to commissioning, market development and contracting

Experience of commissioning reviews/ managing projects / transformation activities / changes

Experience in planning, managing and reviewing change and improvement programmes.

Experience of planning and influencing financial and other resources.

Skills:

Demonstrate success delivering within a performance culture.

Evidence of high-level oral, written and presentation skills to enable the post-holder to communicate effectively with a range of staff, managers and other stakeholders at all levels.

Proven ability to analyse data and present in a meaningful way to inform decision making.

Effective problem solving and planning skills – with the ability to devise solutions and plan a programme of work to deliver them.

Process orientated and organised – capable of devising, developing and maintaining systems to ensure effective and consistent commissioning and reporting.

Highly developed and effective communication and inter-personal skills. Works collaboratively with others to deliver the best outcomes.

Effective change management skills and evidence of leading sustained improvements.

Influencing skills, and ability to achieve own and partnership objectives through joint working.

Presentation skills (qualitative and quantitative data) adapted for different audiences.

**Work-related
Personal
Requirements**

Ability to work strategically and collegiately with colleagues. Demonstrating empathy with and ability to instil confidence in colleagues, partners and residents.

Demonstrates sound professional curiosity and a strategic mindset. Ability to identify areas that require further investigation. Asking the right questions to establish fact and able to ascertain the required information and data for further analysis in order to draw conclusions and recommendations.

Ability to support and motivate staff to deliver projects in multi-disciplinary teams demonstrating energy, drive, commitment and innovation to ensure strategic development of services.

Astute and able to work in a politically sensitive environment. Able to recognise and manage conflicting pressures, is proactive and self-motivated - able to work both collaboratively and independently using own initiative.

Consistently making transparent decisions and stand by them.

Asks for, reflects upon and acts on feedback.

Other Work Requirements

A satisfactory basic Disclosure and Barring Service check.

The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.

This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies.

This post is exempt from the Rehabilitation of Offenders Act 1974.

Role models and demonstrates the Council's values and behaviours

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

