# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

Job title: Brokerage Officer

Grade: J

Reports to: SEND Commissioning Manager

Responsible for: Currently no line management responsibility, but this will be reviewed as the service continues to grow and develop. In future, the role could manage up to two members of staff.

Directorate and Service area: Commissioning and Partnerships, Business & Performance

## Purpose of the job

To broker and place care packages within the prescribed timeframes, budget and quality. To provide support, advice and information to SEND managers, schools and other professionals. Seek innovative and imaginative solutions for service users with a variety of complex needs. Ensure robust and compliant contractual arrangements are in place for all commissioned services and deliver value for money through negotiation with providers.

## Principal responsibilities

1. To be responsible for the day-to-day delivery of efficient, effective Brokerage activities ensuring they are managed within current procedures, and all records are accurate and are maintained to make certain that the care placements made are evidenced as best match and best value. To deputise for the Brokerage Manager as required.
2. To hold responsibility for the management of complex cases and placement searches – working closely with partners (i.e. SEND, health and the Children’s Trust) and providers to develop innovative packages that meet the individual needs of children and young people.
3. To ensure services commissioned meet agreed standards. Will ensure detailed information about providers (including quality, compliance and procurement information) is maintained. This information will be used to inform searches. The postholder will have responsibility for ensuring Senior Managers are kept abreast of key information about providers.
4. Develop effective working relationships with headteachers and educational professionals, providing them with information, advice and guidance about support services that are available locally. Where appropriate the postholder will commission services on their behalf.
5. Develop effective working relationships with providers, negotiating costs and contractual terms that deliver value for money for the local authority.
6. Ensure contractual and procurement compliance. Will ensure that all necessary contractual documentation is completed accurately, is produced in a timely way and is reviewed as required.
7. To write briefings and produce analysis, to provide management with insight about workload, risks, supply/demand and other themes/trends that may inform commissioning strategies. Information may also be shared at tribunal meetings, and on occasion the member of staff may be asked to give evidence. Their responsibility extends to ensuring information is consistently captured in a format that lends itself to benchmarking and analysis.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | NVQ Level 4 (or equivalent qualification) in a relevant area (e.g. administration, social care, education, health, project management). |  |
| Experience and Knowledge | Experience of partnership working.  A good understanding of SEND and relevant legislation.  Experience of working in SEND and/or experience of commissioning or procuring services.  Experience of negotiating, dealing with sensitive negotiations in relation to costs in an emotive environment.  Experience of planning and prioritising workloads within changing environments and dealing with conflicting priorities and pressures. | An understanding of the SEND or social care provider market and partner organisations. |
| Ability and Skills | *Stakeholder management* – Excellent interpersonal skills. Ability to develop effective working relationships with internal and external stakeholders. Skilled in managing conflict through diplomacy and negotiation.  *Creative Thinking* – Able to think creatively to develop innovative solutions to problems.  *Interpersonal Skills* - Excellent interpersonal skills with the ability to liaise effectively with a wide range of stakeholders.  *ICT* - Strong IT user skills on all Microsoft Office applications. Experience of using case management systems.  *Planning* & Prioritisation –Ability to manage own workload with limited direction.  *Initiative* - A self-motivated individual who is adaptable, receptive to new ideas and is willing and able to adjust to new demands and circumstances.  *Negotiation* - Ability to liaise and negotiate effectively with a range of organisations and providers. |  |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors |  |  |