**Job Description**

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| Job Title: Strategic Lead for Contract and Brokerage management |
| POSCODE: |
| Grade: P5 |

**Overall purpose of the job**

To lead and oversee the strategic contract and brokerage management of a range of services for Cambridgeshire County Council to drive value for money and ensure commissioned services comply with expected outcome across Mental Health, Learning Disabilities, and Autism care types.

This will include working strategically and operationally with internal and external stakeholders across the district Councils, health and social care system, local communities, and service user groups as well as leading on defined contract and brokerage management activity.

This role also has responsibility for the management and delivery of:

* resources and any associated budgets to deliver project and business planning objectives to ensure value for money,
* savings targets identified during the budget setting process,
* contract and brokerage management of high-quality care and support services [internal and external], and
* integrated system-based approaches in meeting need across the council.

This role will have accountability for ensuring that robust contract and brokerage management is in place to fulfil service transformation objectives, sufficiency needs and identify any current and future gaps/shortfalls. This includes associated governance and reporting requirements.

This role will support the Head of Service for Adult Social Care Commercial, Contracts and Brokerage and represent the Head of Service by attending relevant committee meetings, wider system boards, Cambridgeshire Adults Leadership Team meeting, appropriate Partnership Boards and other boards/meetings/fora as requested, relevant to the portfolio.

**Main accountabilities**

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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|  | **Main accountabilities** |
|  | To take strategic responsibility for all contract and brokerage management activity for the delivery and transformation activities leading to high-quality care and support services. This includes delivery against service transformation projects, sufficiency strategies, ensuring robust needs analysis, data interrogation, planning arrangements and service specifications. |
|  | To lead and develop a large, multidisciplinary contract and brokerage management team and wider project team in undertaking significant engagement, continuous market testing/development and management, and provide strong evidence bases to establish whether the experience of customers and the wider community of commissioned provision can be improved and/or better outcomes achieved. In doing so, identify how demand can be managed, and/or costs reduced through adopting different contract and brokerage approaches and/or delivery models. |
|  | Lead a portfolio of contract and brokerage managers to ensure resources are allocated in a way which meets the needs people adults in MHLDA services within legislative requirements, adhering to corporate procurement policies and contract regulations of the council. Ensure that contract and brokerage priorities across the service are embedded and delivered. |
|  | Ensure robust management of the wider project team overseeing the testing and transformation of contract and brokerage approaches within local areas. This will include:   * Ensuring robust structures, plans and change control/risk management procedures are in place to oversee the delivery of transformation in local areas, * Engagement and stakeholder management approaches and plans are developed, * Communication and delivery of clear contract and brokerage outcomes * Clear benefits mapping and oversight of impact and outcomes is developed and maintained |
|  | Ensure that all contract and brokerage strategies, plans, intentions, and outputs are co-produced with relevant stakeholders. Ensure stakeholders are involved, participate, and are consulted on contract and brokerage activity that informs the design and review of provision. This includes ensuring representation at appropriate Partnership Boards, Service User engagement meetings, adult social care fora planning meetings. |
|  | Ensure that all opportunities for optimising efficiencies across service boundaries locally and regionally are maximised, be that with both Local Authorities and/or external agencies (Collaboratives/Provider Collaboratives//other Local Authorities/District Councils/Voluntary Community Sector/Independent provision) in line with the authorities’ contract and brokerage management priorities as determined by the Head of Service. |
|  | Manage, monitor, and support budget setting, the development of inflationary strategies and long-term financial planning for all budgets within the adult social care portfolio, as well as securing and ensuring the appropriate incomes from joint funding organisations. In addition, undertake and lead any associated business cases to increase budgets to meet need and/or additional resource requirements because of strategic changes within the contract and brokerage service and any associated strategies. |
|  | To maintain and ensure strategic oversight of the necessary professional relationships with both internal and external stakeholders to maximise opportunities to deliver improved quality, efficiencies and promote effective positive change across the system. This role will have responsibility for leading the transformational change needed to improve the contract and brokerage management relationship and joint contract and brokerage service provision within relevant areas. |
| 9. | To report to Senior Officer boards and relevant committees to deliver strategic objectives in line with the appropriate governance frameworks. The role will have a significant responsibility to ensure all external partners, statutory organisations, VCS, and Independent Sector are actively engaged in commissioning activity within the relevant portfolio area to ensure sufficiency of quality provision in the local area that achieve the defined contract and brokerage management principles, and outcomes. |
| 10. | To lead the delivery of contract and brokerage services across the Adults, Health, and Commissioning Directorate as part of the Commissioning Directorate management team with overall responsibility for:  - Relevant joint strategic contract and brokerage management  - Relevant joint funded specialist provision, including working with the CCG, children’s services, adapting and reconfiguring contract and brokerage services as per the development of the integrated care system and associated collaboratives. |
| 11. | Lead and oversee all relevant strategic contract and brokerage activity in relation transformation requirements as a result of the integrated care system and the development of placed based approaches and adapt approaches to contract and brokerage in alignment with the development of the Integrated Care System |
| 12. | Assist the Head of Service to facilitate the system changes and resource implications due to emerging new contract and brokerage structures and the integrated care system, including any policy and operational process developments, adjustment to operational and governance arrangements and staff development. |
| 13. | Continuously assess and review service performance, including skills analysis of staff within the portfolio, allocation of work to ensure development and best use of skills and knowledge. Identifying and addressing any training gaps or areas for performance improvement, as well as challenging and supporting the management of poor performance, and performance management processes. |
| 14. | Be accountable for the preparation, contribution to and associated action plans because of regulatory inspections and changes due to the introduced because of the Adult Social Care Reform where this aligns to the delivery of commissioned provision. |
| 15. | To be responsible for the continuous review of current strategies and sufficiency forecasts, developing these for placed based community provision, and identifying and exploiting opportunities for how forecasts are used to both inform contract and brokerage arrangements within existing contract and brokerage services, new contract and brokerage management services |
| 16. | Ensure that effective risk management arrangements are in place to minimise the Commissioning Directorate’s exposure to risk and uncertainty. |

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| First Degree or Equivalent qualifications | **In a relevant field** | Essential |
| Substantial experience of commissioning/contracts within a local authority/Health system |  | Essential |

Minimum levels of knowledge, skills and experience required for this job

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| --- | --- | --- |
| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Commissioning, Contracts Management and Procurement | Understanding of key government drivers and the change agenda directly affecting strategic development and provision of adult social care services  Understanding and experience of applying current legislation, policy and guidance through commissioning and contracts.  Understanding of best practice and innovative approaches in applying the principles and practice of commissioning, procurement, contract management and safeguarding.  Understanding of supply chains and the factors affecting services provided to the service area, and how commercial techniques can be applied to maximise value for money. | Essential |
| Leadership and Management | Knowledge and experience of managing a multidisciplinary contract and brokerage team.  An understanding of navigating large, complex organisations and the challenges this raises in respect of political, financial, and legal arenas.  Knowledge of performance measures and evaluation methodologies  Strong leadership skills, which encourage commitment from others and promote a positive, motivated organisational culture.  The ability to model leadership behaviours including evidenced based decision making under highly pressured circumstances.  Demonstrable continuous development and improvement of own leadership techniques and approaches. | Essential |
| Change Management | Knowledge of contract and brokerage management of successful service transformation involving cultural and behavioural change and organisational development  Knowledge of applying effective stakeholder management and engagement techniques in the management of change including involvement of service users in service development, design, and delivery  Knowledge of process and approaches to manage change, mitigate risks of change and manage the impact of change for both the service, workforce, council and stakeholders. | Essential |
| Partnership Working and Collaboration | Knowledge of developing commissioning strategies and/or contract management approaches delivered through effective and successful partnership working.  Sound knowledge of the stakeholders affected and interested in the adult social care portfolio and the means and mechanisms for engaging those stakeholders.  Knowledge of the techniques and tools available to understand, map and respond to stakeholders, including a knowledge of existing organisations structures and political nuances that can be used to engage and manage stakeholders, and their expectations. | Essential |
| Health and Safety | Knowledge and appreciation of health and safety legislation and how it relates to work of the adult social care commissioning and commissioned service. | Essential |
| Local Authority | Broad knowledge of Cambridgeshire as an organisation, including political sensitivities and cultures operating within them.  Understanding of the broad spectrum of internal and external partners needing to be engaged with throughout the commissioning cycle.  Understanding of best practice in resource allocation approaches. | Desirable |
| Legislation | Understanding of the range of legislative frameworks influencing the portfolio.  And associated legislation expected of providers i.e. health and safety, fire safety, safer recruitment etc. | Essential |
| Portfolio Area | Understanding of the strategic and operational priorities for adult social care all relevant organisations inc. the Council, Public Health, the ICS, and Commissioned Provider Services. | Essential |
| **Skills** |  |  |
| Leadership and Management | Proven ability to provide strong operational leadership approaches.  Ability to motivate and manage a number of individuals to secure major change and development.  Ability to develop and motivate colleagues and partners in relation to service development through to delivery against common goals and objectives, within the confines of financial limitations. | Essential |
| Strategic Thinking and Approaches | Strong organisational and planning skills coupled with the ability to manage a range of differing priorities and issues; within an emerging and changing complex landscape.  Ability to think strategically across organisational, function and individual boundaries, whilst understanding complex issues and their interdependencies and offer appropriate solutions/ recommendations.  Strategic and logical thinker and decision-maker able to provide practical and creative solutions to the management of partnership and directorate issues.  Strong analytical skills and the ability to process information and intelligence to inform service delivery and improvement. | Essential |
| Partnership Working and Collaboration | An ability to work in partnership with other agencies to design and deliver services effectively.  An ability to deliver collaborative working arrangements between agencies and teams.  An ability to lead a range of individuals within and external to the organisation. | Essential |
| Communication | Ability to communicate effectively with a diverse range of stakeholders and partners.  Strong and effective communication skills including report writing, presentation and interpersonal skills within different environments.  Evidence of ability to establish productive working relationships quickly.  Evidence of ability to understand and exploit operational structures, meetings and governance arrangements to extract information and intelligence that informs good contract and brokerage management; as well as forums to gain information and participation into the design of services  Excellent communication skills and the ability to communicate complex information both orally and in writing in a clear articulate and balanced way to a variety of audiences.  Strong negotiation skills and an ability to influence outcomes through reasoning, persuasion, and tact within organisational boundaries as well as within the external partnership environment.  High intellectual and analytical abilities; able to assimilate and analyse information quickly, identifying issues, priorities and solutions and using effective models, techniques and resources to resolve issues .  Strong financial and budgetary awareness with the ability to manage finance and wider resources within a strong performance management culture  Ability to use information technology to improve service delivery and reduce costs. | Essential |
| Decision Making | Ability to constructively challenge and make informed recommendations which can be substantiated  Ability to understand and respond to information relating to risk and make quick and informed decisions; including deputising for the Head of Service  Ability to understand when to make autonomous decisions and when the decision should be shared and/or escalated  Ability to communicate decisions made to Senior Leaders concisely and/or present information to support a decision being asked. | Essential |
| Commercial Awareness and Negotiation Skills | Evidence of negotiation skills to deliver best value for money whilst improving outcomes  Commercial and financial understanding in context of commissioning and contract management  Ability to use contracting influence and power to achieve best value for the Council, including the use of economies of scale, increase buying power or commercial arrangements to reduce costs. | Essential |
| **Experience** | Give an idea of the type and level of experience required **do not** specify years of experience. |  |
| Commissioning and Contract Management | Extensive experience of commissioning / contract and brokerage management services within local government.  Extensive experience of managing teams within the public sector and motivating them to deliver  Experience of performance management (including management of poor performance) and undertaking skills audits and action plans. | Essential |
| Change Management | Experience of managing change and of using management information to analyse and improve service performance.  Experience of influencing change and significant experience of presentation options appraisals and recommendations to fulfil contract and brokerage priorities.  Experience of service change through contract and brokerage management and managing stakeholders through that change  Experience of managing complex change involving internally departments and external organisations  Experience of decommissioning services. | Essential |
| Budget and Resource Management | Experience of delivering within complex, needs led budgets and prioritisation of resource allocation within a set of allocated service areas  Proven track record in achieving reduce costs, savings, cost avoidances or best value for a Council  Experience of leading or being involved in budget planning and forecasting, as well as identifying and delivering on savings agendas and cost avoidances.  Experience of effectively managing resource allocation via panel processes | Essential  Desirable |
| Partnership Working and Collaboration | Experience of establishing effective working links with internal and external agencies including development and management of partnership boards and provider fora  Experience of managing cross functional and/or cross organisational meetings and forums  Experience of leading market engagement, provider events and consultations  Experience of working with external agencies such as regulators and unions. | Essential |
| Project Management | Experience of successfully leading and applying project management methodologies to deliver service improvement and change within agreed timescales, costs and quality targets  Highly defined skills in setting clear priorities, identification of milestones and effective time management skills. | Desirable |
| Equality, Diversity and Inclusion (applies to all roles. | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. | |
| **Safeguarding** *(include for roles working with children/vulnerable adults)* | Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. | |

**Disclosure level**

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| What disclosure level is required for this post? | None | **Standard** |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | Hybrid  X | Field | Remote | Mobile |