

Job Description and Person Specification

Job Title: Commissioning Manager

Service: Adults Commissioning

Grade: P3

Reports to: Senior Commissioner

Job Purpose:

To take responsibility for the efficient and effective operation of the People and Communities commissioning function with a specialism in Adult Social Care, ensuring delivery of strategic priorities and commissioning intentions. This will include independent management of the commissioning process including needs assessments, strategy development and options appraisals, service specifications, stakeholder engagement/consultation, coordination of the letting and management of contracts, contract compliance and continuous quality improvement.

To take a lead role on a range of specific programmes, to ensure that a project management approach is built into all aspects commissioning in working with key stakeholders and partners to deliver the strategic priorities and initiate and manage change. This will require a focus to be given to continuous improvement, innovation, creativity and best practice.

To lead on taking a strategic and evidenced based approach to commissioning through the development and implementation of quantitative and qualitative national and locally agreed outcomes across a range of areas. This requires understanding of organisational priorities and an assessment of range of policy and service delivery options in order to develop local systems, to deliver services with high quality outcomes.

To actively promote and develop effective partnerships working approaches across a wide group of internal and external stakeholders with the aim of producing robust commissioning strategies and service specifications with measurable outcomes including achievement of specific local and national targets as well as financial savings requirements. To ensure all outcomes are monitored and demonstrate the benefit the service has for the people and communities of Peterborough and Cambridgeshire - strengthening the Commissioning function across both Councils.

To work with providers to promote cost effective working relationships and maximize the opportunities to enhance service provision, customer experience and positive outcomes for service users and their carers/families.

Principal Accountabilities:

Leadership and Partnership Working

- Identify and independently progress areas for collaborative working, service improvement or redevelopment with key stakeholders and partner agencies across the statutory, independent and voluntary sector, ensuring that there are effective safeguarding arrangements in place as part of the commissioning process.
- Provide leadership within the organisation and across the wider partnership, embedding a performance culture that inspires a sense of purpose and celebrates cultural diversity and challenges discriminatory practices.
- Ensure the principle of co-production is adopted wherever possible; and that the voice of service users, communities and other key stakeholders influence the strategic design, performance management and review of our commissioned offer. This will include leading on the development of key forums and support of partnership boards.
- To develop effective and creative networks and working relationships with a range of stakeholders to support the delivery of strategic priorities for the People and Communities Directorate.

Developing Commissioning Strategies

- To collect, benchmark and analyse information to inform needs assessments in order to shape priorities for improvement, identify market deficiencies and support the allocation and effective use of resources.
- To lead on the development and implementation of commissioning strategies to support the strategic priorities of the directorate. This includes the development of joint strategies with other agencies.
- To ensure all strategies developed and commissioning arrangements adopted adhere legislative requirements and best practice guidance.
- To develop and lead on the implementation of methodologies and techniques to undertake options appraisals and business cases which assess the most suitable means of delivery and align to key strategies and support service design development.
- To independently identify and lead on service development for a range of commissioned services/functions to ensure they are delivered within budget and meet identified and agreed savings targets, implementing key policies where required.
- Ensure the strategic approach to the commissioning of services, delivers sustained improvements in performance as demonstrated by measureable outcomes based on, where possible, reduced levels of dependency, increased levels of choice and control by service users in line with their needs, whilst evidencing value for money.
- Liaise with other commissioning staff within Cambridgeshire County Council/Peterborough City Council and elsewhere to develop opportunities for joint commissioning initiatives within, and across area boundaries.

Procurement/Implementation Strategies/Market Management

- To manage a range of commissioning projects and ensure they deliver the required outcomes within agreed timescales, being accountable for the key outcomes for those projects.
- Working across all key stakeholders and in partnership with procurement colleagues, coordinate the development of appropriate procurement approaches which is based on a robust analysis of the market against outcomes required.

- Lead on the development of robust service specifications and other procurement documents in conjunction with contracts, operations, providers, service users and carers. Set up, and manage pilot projects identified through this process.
- Produce and present a range of reports relating to contract performance, advising and recommending developments and improvements to enhance the outcomes of the service at the relevant commissioning board.
- To support the commercial development activity that will maintain or increase income of the council.
- To undertake equality impact assessments for proposed policies, projects and services.

Performance and Quality

- Work in partnership with contract management to develop quality assurance and performance management measures which enhance the delivery of the service and mitigate the councils risk against underperformance. Lead in the ongoing review of external and in-house services against these.
- Accountable to the allocated Senior Commissioner for the monitoring of performance against agreed Key Performance Indicators and standards, with responsibility for working alongside Contract Management to develop and implement robust improvement frameworks ensuring the service reaches the required standard in the agreed timescales where required. This should include the monitoring of the financial performance of services alongside the early identification of financial risk/pressures.
- Take a lead role in dealing with disputes with commissioned providers.
- Maintaining effective relationships with the Care Quality Commission and Safeguarding colleagues to promote the sustained delivery of high quality service provision. To be the lead for any audit or inspection processes within the designated portfolio of services.
- Investigating and responding to complaints from external/internal agencies as required and support the Directorate to manage provider failure, be that on a breach, suspension or termination of contract. This includes providing support to Supporting the Senior Commissioners/Head of Service coordinating in the strategic and operational response to large scale provider failure.
- Supporting continuous and meaningful engagement with practitioners/clinicians and other professionals to inform strategy and drive up quality, service design and resource allocation.

Team Management/Other Accountabilities

Taking the lead strategic accountability for:

- Line management responsibility for Assistant Commissioners and/or Contract Managers
- The overall management of the adult commissioning function. Deputise as required for Senior Commissioners.
- To retain responsibility for the financial administration of services which sit within an allocated portfolio and management of specified budgets.
- To ensure the demands of the service are met, a requirement of this role is to provide emergency support during weekend and bank holiday periods.

Job Knowledge, Skills & Experience:

Minimum levels of qualifications and/or equivalent experience required for this job

Qualifications Required	Subject	Essential / Desirable
Relevant professional qualification or education qualification or equivalent to NVQ level 4, HNC, HND or bachelor's degree		Essential
Relevant health or social care qualification		Desirable

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

Knowledge & Understanding	Description	Essential/ Desirable
Commissioning, Contract Management and Procurement	<p>Understanding and experience of the key strategic drives and of applying current legislation, policy and guidance through commissioning and contracts.</p> <p>Understanding of best practice and innovative approaches in applying the principles and practice of commissioning, procurement contract management and safeguarding.</p> <p>Understanding of the key drivers and market forces which impact existing services and the commissioning of future services.</p> <p>Extensive detailed knowledge of commissioning in Adults Social Care.</p>	Essential
Leadership and Management	<p>An understanding of navigating large, complex organisations and the challenges this raises in respect of political, financial and legal arenas.</p> <p>An understanding of how to apply performance measures and evaluation methodologies.</p>	Essential
Change Management	Knowledge of commissioning successful service transformation involving cultural and behavioural change.	Essential
Partnership Working and Collaboration	An understanding of how to develop and apply commissioning strategies and/or contract management approaches delivered through effective and successful partnership working.	Essential

Health and Safety	An understanding and appreciation of health and safety legislation and how it relates to work of the adult social care commissioning service.	Essential
Local Authorities	<p>Knowledge of both Cambridgeshire and Peterborough as organisations, including political sensitivities and cultures operating within them</p> <p>Understanding of the range of internal and external partners we operate with.</p>	Desirable

Skills	Description	Essential/ Desirable
Leadership and Management	<p>Works to the highest standards, demonstrating resilience to pressure and retaining professionalism at all times.</p> <p>Proven ability to deliver strong operational leadership approaches in driving forward commissioning strategies and approaches within targets set.</p> <p>Ability to manage highly complex commissioning, planning, monitoring projects concurrently.</p> <p>Innovative thinker able to respond to problems and constraints of conflicting demands and other pressures.</p>	Essential
Analytical Skills and Strategic Thinking	<p>High level analytical and judgemental skills and the ability to draw qualitative and quantitative data from a wide range of sources and present strategies in a clear concise manner.</p> <p>Demonstrable skills in planning and organisation, coupled with the ability to manage a range of priorities and issues.</p>	Essential
Partnership Working and Collaboration	<p>Ability to build effective working relationships and work in partnership with a diversity of individuals, groups and agencies to deliver services effectively.</p> <p>Ability to deliver outstanding practice and have the ability to support others to do the same.</p> <p>Able to lead meetings with providers and partners and to advise of progress and possible barriers to contract success, analysing complex information, negotiating solutions and determining the level of risk to the successful implementation of the contract portfolio.</p>	Essential
Communication	<p>Ability to communicate effectively with a diverse range of stakeholders and partners.</p> <p>Excellent interpersonal and facilitative skills.</p> <p>Excellent written and oral skills.</p> <p>IT literate with a good working knowledge of Microsoft Office, including Word, Excel, Outlook and PowerPoint.</p> <p>Promotes a positive and professional image of service.</p>	Essential

Commercial Awareness and Negotiation Skills	<p>Confidence in negotiating to deliver best value for money whilst improving outcomes.</p> <p>A level of commercial and financial understanding in the context of commissioning and contract management.</p> <p>Able to challenge ways of working and persuade, motivate and influence other senior managers across the department to change practice where necessary.</p>	Essential
Project Management	<p>Knowledge of applying effective project management techniques to drive progress, engagement and risk management.</p>	

Exerience	Description	Essential/ Desirable
Commissioning	<p>Demonstrable experience within a previous commissioning setting.</p> <p>Experience of performance management, including management of poor performance.</p>	Essential
Change Management	<p>Experience of using an evidenced based approach to drive change, improvement and innovation.</p>	Essential
Partnership Working and Collaboration	<p>Experience of establishing effective working links with internal and external agencies.</p> <p>Experience of consultation and negotiation.</p>	Essential
Resource Management	<p>Experience of budgetary and staff management including financial administration.</p>	Essential
Project Management	<p>Experience of applying project management methodologies and frameworks.</p>	Desirable