

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Commissioning Officer – Commissioning and Performance

Commissioning and Performance, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.



West
Northamptonshire
Council

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

The Commissioning Team is responsible for commissioning care and support services for adults aged 18 years +.

The post holder will support the commissioning of services that are aligned to the Council's strategic priorities and national best practice and guidance. You will support the development of services, and contribute to the needs analysis, commissioning, market testing, and review of all adult social care commissioned services. In addition the post holder will ensure appropriate processes are embedded to allow the team to assure themselves of provider performance.

Accountable to:

This postholder will report to the Commissioning, Quality and Outcomes Manager. The role sits within the Commissioning Team, part of the Commissioning and Performance Team in the People Directorate of West Northamptonshire Council.

Responsibilities:

1. Under the guidance of the Commissioning Manager complete project activities and build relationships with other partners/organisations to support the development and delivery of the actions within adopted Commissioning strategies to ensure the best possible outcomes for people within available resources, compliant with legislation and in line with national and local strategic direction.
2. Work with colleagues in Business Support and Business Intelligence teams to collate a range of data to support the analysis of information relating to contract performance, management and costs and use this information to produce reports to enable the monitoring of performance against contracts and key performance indicators.
3. To provide high quality coordination of and support to routine commissioning business processes, including performance and quality assurance monitoring, and liaising with council colleagues on financial, legal, and procurement tasks.
4. To develop and implement engagement structures and activities to gather the views of individuals who use services, families and carers, local communities, service providers and other key stakeholders to ensure the Council supports the identification of service gaps and unmet needs to inform the decommissioning, redesign and commissioning of services to meet the health and wellbeing needs of the population.
5. To support with the procurement process including writing of specifications and tender documentation, helping to evaluate tender submissions and ensuring new contracts are issued, alongside the Commissioning Manager, to ensure services are procured robustly.
6. To lead on the benchmarking, market and provider research, review legislation, intelligence and policy guidance to support the development of markets to deliver good quality, cost effective services that meet the identified needs of individuals and carers.

7. To provide advice and guidance about commissioned services to operational staff, senior managers, elected members including the writing of analytical reports and presentation of data as required.
8. To use market data and intelligence to support the production of key strategic documents including Market Position Statements, service plans and commissioning strategies.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

| Skills and abilities: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Ability to negotiate and influence, with excellent interpersonal skills including the ability to communicate effectively at all levels including with partner organisations, councillors and people that use services | Essential | A, I |
| Ability to analyse and interpret data to prepare clear, concise briefing and performance reports for a range of audiences | Essential | A, I |
| Ability to organise and prioritise own workload, work under pressure and meet deadlines | Essential | A,I |
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A, I |

| Knowledge: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Good level of knowledge of key legislation, national policy and developments in relation to adult social care and health | Essential | A, I |
| Understanding of the importance of consultation and engagement and what are the most effective ways to consult with people so they are involved in the decision making process | Essential | A, I |
| Broad knowledge of project/programme management techniques and tools | Essential | A, I |
| Knowledge and understanding of Information Governance and Data Protection | Essential | A, I |
| Understanding of the duties of adult social care, health and housing in relation to commissioning and provision of services | Desirable | A, I |

| Relevant experience: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Experience of project management including coordination, planning, information collation, analysing data to produce reports, strategies and business cases | Essential | A, I |
| Experience of partnership working and collaboration | Essential | A, I |
| Experience of processes for the commissioning, contracting and monitoring of public services of similar business processes | Desirable | A, I |

| Education, training and work qualifications: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Educated to Degree Level or equivalent experience within social care, health or commissioning | Essential | A, I |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

| | | | |
|--|-------------------|-------------------------------|-------------------------------|
| Hours: | 37 hours per week | Primary work base: | One Angel Square, Northampton |
| Job family band: | Band 7 | Worker type: | Part-flexible |
| Salary range: | £36,734- £39,278 | Budget responsibility: | None |
| People management responsibility: | None | | |

Working conditions and how we work:

The job holder must be able to travel efficiently to undertake engagement events across West Northamptonshire.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | | |
|----------|-----------------|--|
| T | Trust | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will. |
| H | High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R | Respect | we respect each other and our customers in a diverse, professional and supportive environment. |
| I | Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V | Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E | Empower | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

