

JOB DESCRIPTION

Job Title: Commissioning Officer

Directorate & Section/Unit: Adult Services Commissioning Unit

Reporting to: Lead Commissioning Manager

Salary Grade: PO1

WCC Management Level: Frontline staff

Number of Direct Reports: N/A

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To support the development and implementation of multi-agency commissioning strategies, ensuring integration and improvement of services, taking into account national strategies and guidance where appropriate
- To support commissioning of services ensuring that the council and its partners achieve the right service from the right provider at the right price for the taxpayer and the citizens of Worcestershire
- To support effective partnerships with other commissioning organisations, service providers, customers, professionals/clinicians and other stakeholders in support of effective strategy development and service commissioning.
- To support commissioning of services within the health and social care system, ensuring alignment between different services to establish streamlined customer pathways
- To contribute to the development of a dynamic market by highlighting gaps in current services, working with the central Commercial Team to understand, build and maintain market capacity, shaping service delivery now and in the future
- To ensure that commissioning projects are successfully delivered to time, cost and quality requirements and standards

Main Activities & Responsibilities:

Commissioning, Quality Assurance and Performance:

- To ensure that all commissioning is delivered within governance arrangements and in accordance with the quality management strategies of the Council and its partners
- To work with partners to integrate services across the health and social care system and wider public services where appropriate
- To support service redesign, taking into account evidence of needs, best practice and the views of customers
- To engage clinicians and professionals in service redesign
- To support development of clear outcomes and measurable benefits for services
- To support development of service specifications, which include relevant national and local quality standards
- To support development and implementation of quality assurance arrangements, and where necessary clinical governance arrangements, covering safety, effectiveness and customer experience
- To support identification and mitigation of risks to service redesign, service quality and budgets.
- To evaluate services for quality and value for money in order to inform service redesign
- To ensure a coherent record of commissioning is held, monitored and updated

- To keep abreast of new legislation, government policy, best practice and other external factors and to use this knowledge in ensuring the continuous improvement of the service
- To ensure that commissioning is aligned with benefits realisation ensuring any outcomes and benefits are measurable and meet the required quality, as specified by the customer and commissioner
- To support the commissioning of services which, as a minimum, adhere to all relevant national and local quality standards
- Ensure a coherent record of commissioning is held, monitored and updated
- Monitor performance on key targets and outputs as set out by the lead commissioner and report on these periodically to the lead commissioner relevant partners and stakeholders
- Responsible for identifying risks, mitigating risks, budget management and maintaining plans for the lifecycle of commissioning projects
- To undertake service analysis that evidences whether the performance of commissioned services is meeting statutory requirements and that the desired outcomes are being delivered.
- To work with the Commercial Contracts Team to review and investigate services with identified problems and to work with partner organisations to resolve these including, where necessary, the decommissioning of services
- To keep abreast of new legislation, government policy, best practice and other external factors and to use this knowledge in ensuring the continuous improvement of the service

Supplier and contract management:

- To work with the commissioning manager to support the implementation of innovative and creative contracts and service level agreements whilst ensuring compliance with the agreed quality standards
- To support monitoring of the quality and performance of services in accordance with the service specification and quality assurance arrangements
- To work with the Commercial Contracts Team to review and investigate services with identified problems and to work with partner organisations to resolve these including, where necessary, the decommissioning of services
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Customer needs and requirements:

- To support needs assessments based on epidemiological and service data and evidence of best practice, drawing on expert advice from public health consultants
- To support customer engagement throughout the commissioning cycle, in particular to co-produce service specifications with customers to ensure that their needs are understood and that their views are taken into account

Market shaping:

- To work with the commissioning manager to gather intelligence on the market including service, finance and performance metrics, and to use this to inform service redesign
- To support the development and shaping of markets as per the requirements of customers ensuring appropriate programmes of market capacity building are in place to support new providers and to also ensure that a range of providers exist for the Council's current and future service requirements

Negotiation skills:

- To support effective negotiation with partners, customers and providers through effective use of engagement, consultation and challenge, working towards 'win-win' solutions linked to the Council's Commercial Strategy

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job

- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

Contacts:

- In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school-based staff

External: Clinical Commissioning Groups, other NHS organisations, health and social care professionals, District & County Councils, Government Agencies & Departments, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, customers, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

PERSON SPECIFICATION

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WCC Management Level: Frontline staff

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of working with a range of staff in a complex organisation, providing detailed advice and guidance regarding commissioning (e.g. customer engagement, systems and processes and / or information and performance).
- Considerable experience of undertaking research and analysis
- Considerable experience of developing and implementing consultation exercises
- Significant experience in the delivery of service development, improvements and changes in practice
- Considerable experience of working in partnership with a wide range of stakeholders to deliver service improvements and practice changes
- Considerable experience of writing and presenting reports and strategies with recommendations for future action
- Significant experience of procurement and the review of services
- Significant experience of working within the commissioning and procurement field
- Considerable experience of organising and supporting conferences and events
- Significant experience of developing a variety of communication materials suitable to the needs of a range of audiences

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- The ability to work in a project environment in order to manage deadlines, budgets and priorities whilst dealing with multiple demands and unexpected situations
- Detailed knowledge and understanding of performance management and measurement frameworks
- Detailed knowledge and understanding of strategic commissioning and planning
- Specialist knowledge in commissioning related information and performance monitoring and reporting.
- Demonstrable ability to manage their own work programme, to prioritise tasks and meet deadlines
- The ability to work under pressure to meet the demands of the role
- The ability to interpret, analyse and organise complex information and present recommendations clearly that inform decisions
- Good communications skills with the ability to communicate effectively verbally and in writing through meetings and formal reports
- The ability to work flexibly and respond to changing demands
- Can evidence their ability to develop good working relationships with colleagues, partners, councillors and members of the public at all levels

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A degree or NVQ Level 4 equivalent qualification in a relevant discipline such as commissioning and/or procurement, research and/or planning, business management and/or financial planning or equivalent experience.

It is **desirable** that the post holder has:

- A project management qualification such as PRINCE 2 or equivalent

ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- Commitment to equal opportunities, anti-discriminatory and anti-oppressive practice.
- Commitment to training and professional development.