

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Integrated Health and Care Directorate
SECTION:	Adult Social Care Commissioning
LOCATION:	Number One Riverside
JOB TITLE:	Commissioning Officer
POST NUMBER:	
Grade:	8
Accountable to:	Commissioning Manager
Accountable for:	Apprentices, Contract and / or Placement Officer/s and or/ Care Navigators and / or Quality Assurance Officer/s dependent on team
Hours of Duty:	37 flexible working hours in accordance with the Authority's Work Life Balance scheme and needs of the service.
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>Attendance at meetings conferences or other events out of hours which will be compensated in accordance with Local Conditions of Service.</p> <p>The post holder will be expected to undertake a certain amount of travelling in the course of his/her duties for which casual car user allowance will be paid.</p>

The Commissioning Officer holds a critical financial stewardship role, ensuring that commissioned services deliver high quality outcomes within available resources. Through robust cost modelling, negotiation of contract prices, and analysis of individual and block service costs, the postholder will ensure that services represent best value for money which includes the quality of service delivery and ensuring the best outcomes for people who draw on care and support. This financial oversight directly supports the delivery of the commissioning strategy by enabling informed investment decisions, promoting sustainability across the care market, and aligning spend with strategic priorities. By embedding financial rigour into commissioning activity, the role contributes to the broader objectives of the Council Plan supporting prevention, improving outcomes for residents, and ensuring long-term affordability and resilience of adult social care services.

Equipment/Materials

To be responsible for the safe use and maintenance of equipment/furniture/materials as used by self and staff accountable to post holder

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of their own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal Stakeholders

- Adult Social Care Leadership Team - Strategic direction, alignment with council priorities, and oversight.
- Commissioning & Contracts Teams -Collaboration on procurement, contract management, and market shaping.
- Finance Team -Cost modelling, budget planning, and value-for-money analysis.
- Performance & Intelligence Team - Data analysis, service reviews, and outcome measurement.
- Quality Assurance Team - Monitoring service standards and responding to concerns or complaints.
- Operational Service Managers -Feedback on service delivery, co-design of new models, and implementation support.
- Safeguarding Teams - Ensuring commissioned services meet safety and protection standards.
- Legal & Procurement Services - Supporting contract negotiations, compliance, and commissioning processes.
- Transformation & Innovation Teams - Joint working on service redesign and strategic projects.
- Customer Feedback & Complaints Teams - Insights from people drawing on services to inform commissioning decisions.

- Corporate Leadership & Elected Members - Alignment with the Council Plan, reporting on strategic outcomes and impact.

External Stakeholders

- Care Providers (Residential, Domiciliary, Supported Living, etc.) - Contracted service delivery, market engagement, and innovation partnerships.
- Voluntary, Community & Social Enterprise (VCSE) Sector - Co-production, community-based support, and preventative services.
- Health Partners (e.g. NHS, ICBs, Primary Care) - Integrated commissioning, joint funding arrangements, and service alignment.
- Service Users and Carers - Co-production, feedback, complaints, and involvement in service design.
- Advocacy and User Voice Organisations - Ensuring lived experience informs commissioning decisions.
- Regulatory Bodies (e.g. CQC) - Compliance, quality standards, and market oversight.
- Regional Commissioning Networks and Forums - Sharing best practice, benchmarking, and collaborative commissioning.
- Education and Training Providers - Workforce development and capacity building across the care sector.
- Technology and Innovation Partners - Supporting digital transformation and new care delivery models.
- External Auditors and Inspectors - Assurance, accountability, and continuous improvement.

Responsibilities

The postholder must -

- (i) Perform their duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these behaviours at all times.

Principal Duties

Commissioning and Market Shaping

1. Support the Commissioning Manager in review and development of the care market and new models of care including new and emerging Technology Enabled Care (TEC) to ensure market sufficiency.
2. Work closely with providers to reshape services that meet current and future needs including the development of the provider workforce.

3. Help drive market sufficiency and sustainability, ensuring a diverse and resilient provider landscape.
4. Undertake procurement projects and aligned work.
5. Support commissioning activity by leading elements of and contributing to the tender process, market testing and engagement.
6. Support programme management activity by contributing to projects, change and transformation work.
7. Seeking out, engaging with and attending local, regional and national groups to influence market shaping.

Cost of Care and value for money

8. Undertake cost modelling for individual, block and spot purchase of services.
9. Lead negotiations on contract pricing and ensure commissioned services deliver value for money.

Contract & Quality Management

10. Lead on, take responsibility and / or work in partnership with the officer/s responsible for contract management including – risk assessments and compliance. Service reviews and performance management including KPI/ outcome monitoring; collaborative development and implementation of action plans and when required remodelling and reconfiguration of service models.
11. Lead on and / or work in partnership with the officer/s responsible for quality improvement across provision of services, ensuring processes and systems are used effectively to ensure the safe transfer of information between officers responsible for contract and quality management.
12. Lead on and / or work in partnership with the officer/s responsible for sourcing placements/ provision of services, ensuring processes and systems are used effectively to ensure the safe transfer of information between officers responsible for contract and quality management.
13. Provider development and implementation of provider systems, pathways and processes.
14. Ensuring continuous improvement, driving solutions through effective quality assurance and contract management.
15. As applicable managing or directing staff around duties, work areas or projects.
16. Ensure safeguarding is embedded within service delivery and ensure links to the safeguarding team and ensuring any escalation/s are managed in accordance with council policy and procedure
17. Respond to complaints, feedback, and service issues, also freedom of information requests.

Service Reviews & Data-Driven Decision Making:

- 18. Lead service reviews using data, performance metrics, and feedback from people drawing on services.
- 19. Produce and contribute to high-quality reports and share recommendations to inform strategic decisions.
- 20. Support the Commissioning Managers to gather market intelligence, carry out needs assessments and needs analysis.
- 21. Develop, implement and monitor improvement plans for providers.

Provider Relationships

- 22. Build and maintain strong relationships with providers, partners and wider stakeholders, supporting them through change and innovation.
- 23. Act as a key point of contact for provider engagement and development.
- 24. Liaise with regulatory bodies for instance the Care Quality Commission (CQC), internal/ external auditors and scrutiny functions and informal support networks.
- 25. Work closely with operational staff and wider Adult Social Care (ASC), Children’s Social Care (CSC), Health and Housing colleagues and staff resource. .

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	_____	Date	_____
Agreed by Postholder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director		Date	

**Rochdale Borough Council
Person Specification**

Service :	Integrated Health and Care Directorate	Post:	Commissioning Officer
Section :	Commissioning (Social Care)	Post Number :	
Job Ref:		Grade:	8

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you. If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criterion. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	Essential (E) Or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a)	Special Working Conditions		
1	Ability to work flexible outside of normal working hours to attend meetings and other events as required by the Service. Please confirm	E	I
2	Prepared to undertake a certain amount of travelling in the execution of his/her duties. Please confirm.	E	I
(b)	Qualifications and Experience		
3	Experience of market shaping and development	D	AF
4	Experience of commissioning (process, cycles management and procurement)	E	AF/I/A
5	Experience of management of staff and managing change	E	AF/I
6	Experience of involving people drawing on services in the development of services and in the quality assurance process.	E	AF/I/A
7	Experience of contract management and review	E	AF/I/A
8	Experience of working with a range of people, organisations or teams.	E	AF/I/A
9	Experience in cost modelling, contract negotiation, and market analysis.	D	AF
(c)	Skills and Knowledge		
10	Experience of strong negotiation and mediation skills	E	I

	including ability to react with urgency to situations.		
11	Can demonstrate knowledge of best value for money	E	I
12	Can demonstrate knowledge and application of organisational and planning skills	E	I/A
13	Can demonstrate knowledge and application of needs analysis and market development	D	AF
14	Experience of managing complex issues and competing demands	E	AF/I/A
15	Confident communicator with experience in stakeholder engagement and partnership working.	E	I/A
16	Knowledge and experience of supporting a range of projects	D	AF
17	Skilled in using data and insights to inform decisions and drive improvement.	D	AF
18	Strong understanding of commissioning within adult social care or other area of a business preferably within public sector	D	AF
19	Knowledge of discipline specific local, regional and national groups and networks.	D	AF
(g)	Behaviours and Values		
20	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	I