

Job Description and Person Specification Profile

Job Title	Commissioning Officer
Job ID	J81
Service	Directorate of People
Grade	G
Reporting to	Team Manager

The Role

This role will:

1. Co-ordinate and manage the provision of high-quality performance information across commissioned services and the wider health and social care sector.
2. Develop and implement processes that enable service and market data to evidence progress against the Council strategic aims and objectives, especially in respect of service planning, performance and project management.
3. To include the gathering, storing, analysing and provision of access to information that helps relevant stakeholders gain insights and make better evidence-based decisions, and provide support and challenge to services on performance and pressures and risks.

You will support the delivery of our Commissioning intentions to support the effective contract management arrangements and ensure the procurement of good quality provision and support.

Main Duties and Responsibilities include:

- To support Senior Commissioning Officers to develop comprehensive high-quality reports that evidence delivery of service outcomes.
- To line manage Commissioning Officers to ensure the business needs are met.
- Provide advice to the department and partners on specifications, negotiating, commissioning and contracting to ensure that services achieve best value and local and national objectives.
- To develop and write the service specifications based upon the requirements of the Commissioner.
- Develop and provide advice to the department, providers, partners and other stakeholders on matters relating to quality standards, quality contracts, contract complaints/enquiries, safeguarding issues and all associate legal matters relating to contracting and procurement of care services within the public sector.
- Develop and implement complex, sometimes conflicting solutions to problems where some of the more difficult ones may not be covered by departmental procedures (for example TUPE contracting) and may not have been tried by the Council. This may involve the use of empirical research and structured problem-solving techniques.
- To research, develop and write, in conjunction with the appropriate stakeholders, the Departments commissioning strategy in the job holder's area of responsibility.
- To ensure Service User involvement in all appropriate aspects of the commissioning process.
- To work proactively with the private and voluntary sectors to assist them in responding to the needs that have been identified by the Department and to develop non-statutory involvement in the planning process.

- Benchmarking of other Authorities contracting activities, establishing best practice adoption where appropriate.
- Leading on, or involvement in, multi-Council tendering and contract monitoring activities.
- Project managing new projects to help develop the sector locally for services.
- Preparing briefing papers where key decisions need to be made by the senior leadership team, legal, finance and elected members, and presenting and gaining agreement to the recommendations from these key stakeholders.
- To source, select, manage and develop/continually improve the delivery of the Authority's independent sector care provision.
- Tendering activities which require often long-term planning (>1 years) where the job holder will be expected to carry out project management, contracting and procurement tasks of a highly specialist and technical nature.
- Planning work priorities and the achievement of deadlines that are often highly complex and conflicting at least twelve months in advance.
- Motivate and ensure staff have the appropriate training in commissioning activities.
- Directly involved in negotiation, where authorised, of often high value and complex technical and price proposals.
- To have a knowledge of and work within departmental procedures and in accordance with the Council's Standing Orders and Financial Regulations.
- Making recommendations to default poor performing providers.
- Develop departmental policies and procedures on the specialist area of contracting and procurement across the whole of the directorate.
- Keyboard skills covering all the MS applications and including MS project.
- Dealing directly with people who have emotional demands that need to be resolved creatively to maximise positive outcomes for service users, provider staff, provider owners, council officers and other stakeholders.
- Providing support and advice with regards to training, quality audit, safeguarding, tendering and monitoring where the outcome has a direct impact on the well being of service users, their carers and other stakeholders.
- Provide management support, regular supervision and development opportunities to those staff for whom there is management responsibility.
- Be responsible for the development and implementation of the department's partnership and framework agreements with statutory Providers, and formal contract documentation with independent sector Providers of health and social care.
- Maintain and ensure the accuracy of the Approved Lists as determined.
- Provide the necessary technical advice and assistance to appropriate staff in order to ensure compliance with legislation and the Council's financial regulations and standing orders relating to contract and the procurement process.
- Be actively involved in the effective monitoring of contracts/service level agreements and to take appropriate action where necessary.
- Be responsible for reviewing existing contract documentation on a regular basis and for negotiating amendments thereto where appropriate.
- Maintain a working knowledge of developments in procurement, in particular relating to health and social care, to enshrine best practice in Tameside's procurement process.
- Establish and maintain appropriate management information and quality assurance systems for contract monitoring and performance, including national and local performance indicators.
- Produce data and recommendations for Senior Management Team and Commissioners on contract performance.

- Identify and compare unit costs of services and recommend actions to achieve competitive levels.
- Where required, contribute to the investigation of complaints in accordance with the Council's procedures.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About You

Your essential qualifications

- Good level of Education to 'A' Level standard or equivalent level 3 Qualification

Your essential skills, knowledge and experience

- Previous experience within a contracting environment
- Project Management approach to managing and reviewing tenders.
- Effective communication skills at both verbal and written levels
- Effective and up to date IT skills
- The ability to monitor and report on financial information
- Effective organisational and planning skills and the ability to coordinate a variety of different activities simultaneously
- The ability to process and manage information effectively including the establishment and maintenance of appropriate systems.
- The ability to take a pro-active approach including initiating work, taking lead responsibility, working autonomously where appropriate
- The ability to work productively with a range of people, including senior officers, independent Providers and people who use services
- The ability to work in complex situations and offer solutions
- The ability to self-reflect and a commitment to own personal and professional development
- The ability to converse at ease with service users/customers and provide advice in accurate spoken English
- Knowledge and understanding of the tasks and processes involved in managing and designing contracts
- Understanding of the relevance of Local Authority Standing Orders relating to contracts and financial regulations, and also European procurement regulations

If you have the following experience or qualifications – then that's great!

- Organisational ability
- Analytical mind
- Pro-active
- Ability to work unsupervised and on own initiative
- Good interpersonal skills
- Ability to work to deadlines

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

