

## Commissioning Support Officer

## Role Profile

**Service:** Adults Commissioning Team (Working Age Adults) – Adults Services Directorate  
**Band:** Band 6  
**Reporting to:** Commissioning Officer  
**Responsible for:** No direct reports



**TRAFFORD**  
COUNCIL

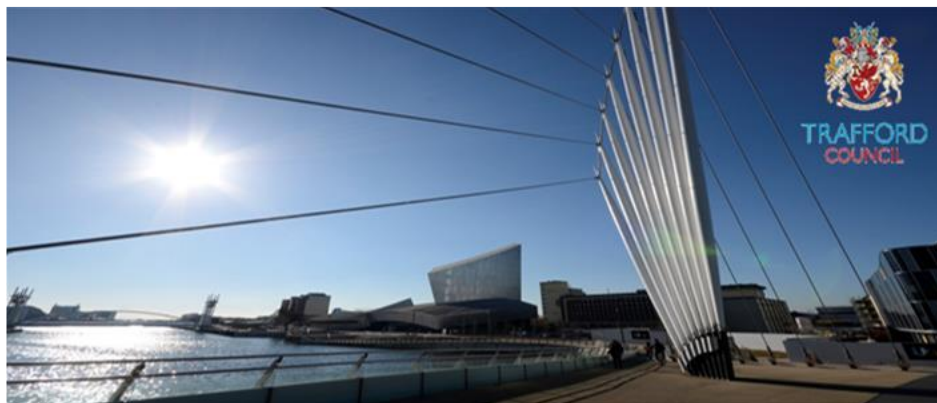
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

Commissioning is the process by which health and care services are planned, purchased and monitored. All Age Commissioning service commission services across health, social care and the voluntary sector, responsible for budgets up to millions with a staffing complement of approximately 36 people. Commissioning is the 'process' for deciding how to use the total resource available to improve outcomes in the most efficient, effective, equitable and sustainable way. Although our main interest is in the outcomes, the other elements must be credible and affordable.

The Commissioning Support Officer will sit within the Working Age Adults Team Trafford. You will support commissioned providers to maintain and improve the quality of their provision through a combination of informal and formal quality assurance mechanisms. The role also involves working closely with social work colleagues, health and social care professionals, finance and customer services colleagues and the Care Quality Commission.

### Your Main Priorities

- Providing support to all aspects of the commissioning cycle for learning disabilities and mental health, with a particular focus on quality of care.
- Providing support to partnership coordination, needs assessment, and performance management.

### Key duties

- Producing operational needs assessments to support the development of commissioning strategies.
- Monitoring and evaluating commissioned services with the support of procurement in the delivery of value for money services for Trafford residents.

- Undertaking micro-commissioning activity as required in relation to specific markets, i.e. learning disabilities and mental health residential and supported living accommodation and managing the required associated functions.
- Identifying gaps in data collection and proactively working to resolve these gaps.
- Investigating and researching successful service models to help provide the evidence base for effective health and social care commissioning.
- Working with procurement to support the tendering process as required and assisting in the development of specifications.
- Contributing to the development and maintenance of quality standards, performance and finance management and monitoring systems for internal and external services.
- Dealing with finance queries in relation to care packages and provider payments.
- Completing quality visits to mental health and learning disability residential and supported living accommodation, developing service improvement plans and supporting care providers to improve the quality of care.
- Reporting any deficiency in provider performance and ensuring that it is escalated, identifying required corrective action through a Service Improvement Plan.
- Ensuring any safeguarding issues identified through complaints or the review process are immediately escalated for intervention as appropriate.
- Reporting feedback from providers to assist in the development and implementation of commissioning strategies.
- Supporting the development of service user feedback mechanisms and co-production in service design.
- Developing positive working relationships with a wide range of health and social care providers and making them aware of the strategic direction of service development.
- Supporting market reviews and helping to identify opportunities for development.
- Assisting in identifying opportunities for social value via the commissioning process.
- Minuting meetings and completing written reports upon request.
- Undertaking any other duties from time to time which are commensurate with the grade, as allocated by the Commissioning Leadership Team.

## About You

### Qualifications and Professional Development

- Educated to degree / higher level qualifications, or equivalent accreditation, or able to evidence substantial directly relevant experience

### **Experience and Knowledge**

- Detailed research and analysis using data sourced from a variety of methods within set timescales
- Experience of report writing and of presenting information using different tools (e.g. PowerPoint) to a variety of audiences
- Experience of working within a commissioning function or similar environment
- Extensive experience of the use of Microsoft Office software, including PowerPoint, Excel, Access, Word, email together with the use of databases
- Experience of working to tight deadlines/timescales
- Experience of productive partnership working at all levels and across a number of organisations
- Strategy and policy affecting the commissioning and delivery of public health, adult's social care and children's services
- Extensive knowledge of at least one of the following areas:
  - Market Management
  - Individual support and care packages
  - Early intervention and Prevention
  - Public Health
  - NHS Integrated Care Board (ICB) commissioning activity
  - Research and evaluation methods
  - Information and management systems
  - Learning disabilities and mental health

### **Skills and abilities**

- Excellent communication skills, both written and oral
- Excellent presentation and IT skills
- Ability to analyse data, prepare reports and plans using Microsoft software
- Ability to lead and undertake effective consultation at all levels
- Initiative and solution-focused
- Good interpersonal and negotiating skills, sensitivity and respect for others
- Excellent time management and organisational skills

- Project management skills

**Special conditions**

- DBS check required
- Willing and able to travel to visit care providers across the Trafford borough to undertake quality visits

Date prepared/revised	APR 2022   Updated 26/03/2025 Based on generic Commissioning Support Officer role profile
Prepared/revised by	J Burgess-Allen / M Symonds / R Pollard
Job Evaluation	Existing evaluation

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.