

Director of Commissioning & Provider Services

Role Profile

Service: Adults Commissioning & Provider Services - Adults & Wellbeing Directorate
Band: SM3A
Reporting to: Corporate Director, Adults & Wellbeing
Responsible for: Head of Commissioning, Head of Provider Services, Business Unit, Adaptations & Direct Payments



TRAFFORD
COUNCIL

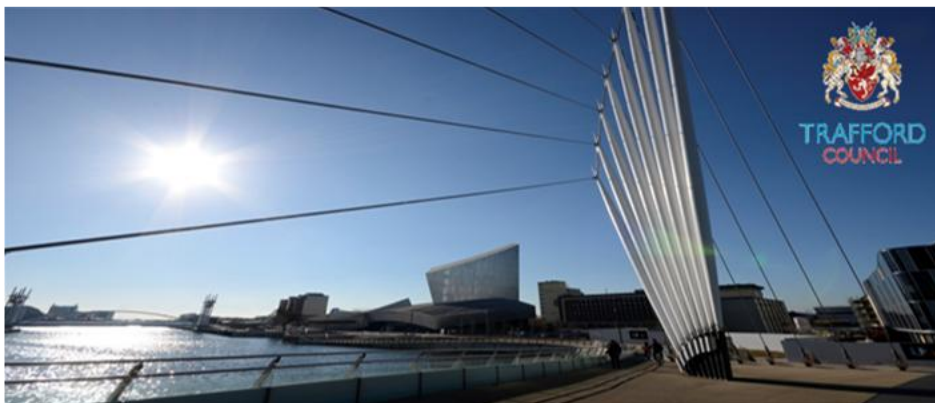
About Us

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

As Director of Adults Commissioning and Provider Services you will be a visionary leader who embodies the council's core values. You will be responsible for ensuring excellence in the commissioning of services and the management of Direct Payments, Adaptations and Provider Services and the Business Unit to enable high-quality, value for money integrated services, driving forward a culture of continuous and ambitious improvement strategically and operationally.

Ensure that the local commissioning system is focused on the delivery of high quality, value for money integrated services driving forward a culture of continuous and ambitious improvement strategically and operationally.

Work strategically with your Directorate Management Team (DMT) colleagues in the delivery of the Improving Lives Everyday improvement programme, to meet our transformation challenges, ensuring all business in your portfolio is aligned to this framework.

You will work positively and collaboratively with other directors in the Adult & Wellbeing Directorate and key partners in Health and other agencies, with corporate directors and directors in other directorates, and with the chief executive to deliver the Trafford's Corporate Plan: 'Our vision, Outcomes and priorities' to deliver Trafford's ambition.

Your Main Priorities

- Offer visionary motivational and inspirational strategic leadership to empower colleagues to deliver effective adult social care commissioning and joint commissioning with strategic partners in Health. Lead/support to shape the market for sufficiency and sustainability to ensure that our residents receive the best possible care and support.

- Lead Trafford Council's in-house provider services and have line management responsibility for the Head of Service who holds the statutory responsibilities for the regulatory frameworks such as Care Quality Commission (CQC) Nominated Individual and their oversight of the CQC Registered Managers.
- Lead, develop and manage areas of strategic work and engagement with a wide range of NHS and other key partners including the Integrated Care Board (ICB) and wider integrated partnerships across the commissioning and provider services functions. You will play a key role in enabling growth across the voluntary, community and faith sectors in Trafford.
- As a senior leader and part of the Directorate Leadership Team, role model the Council's values and behaviours, ensuring staff have clear objectives and work priorities, and work effectively in line with the Council's Constitution and financial procedure rules and standing orders, compliance and best professional practice.

Key duties

- Ensure that a comprehensive range of quality, equitable and evidence-based services are commissioned within available resources and that the provider market is meeting its statutory duties to high standards to meet the CQC standards
- Lead and oversee the development and implementation of strategic business plans in line with the core purpose and objectives of Adult Commissioning, Provider Services, Care Market oversight and Prevention.
- Work with colleagues across the directorate to understand the needs of our residents who may be living outside of Trafford owing to gaps in the local care market, using data and analytics to inform potential opportunities to develop suitable services in borough.
- Ensure the service takes responsibility for all elements of the commissioning cycle for adult services, including demand and needs analysis, development of commissioning models and outcomes frameworks, engagement with key stakeholders, market development and market management. Effective procurement activity and appropriate contract and quality monitoring and review activity to inform future intentions and service redesign.
- Ensure strategic commissioning intentions and integrated commissioning support the Council's corporate vision, strategies and objectives and lead on the development and coordination of service plans which support the delivery of corporate and directorate priorities.
- Identify and mitigate any risk within Adult Services provider and commissioning services and oversee improvement programmes offering corporate assurance to services that have recommendations following CQC inspection.
- Lead the directorate in understanding unit costs of care, gaps in the care market and identifying the most effective and efficient commissioning solutions.
- Ensure that strength-based outcomes frameworks apply to commissioned services that reflect the national, regional and local legislative and policy drivers and reflect the needs and aspirations of local people leading the co-production of services with people who use them.

- Create a positive environment for change to enable innovative, evidence-based solutions to be delivered at pace to achieve integration and value for money, whilst strengthening the council's relationship with NHS and wider providers.
- Foster a culture of continuous improvement and innovation and strategic oversight to ensure that our services are effective and efficient, delivering value for money and improving the sufficiency and sustainability of care for Trafford residents.
- Build and sustain strategic partnerships, enhancing collaboration and driving forward our ambitious vision.
- Embed the voice of people with lived experience into our service offer, ensuring that their perspectives shape our practices and policies.
- Develop a range of customer-focused services that are responsive and flexible regarding customers' needs delivering real outcomes for people that drives early help, prevention, unplanned care and planned longer term care.
- Director responsibility in accordance with the scheme of delegation to ensuring the achievement of the annual budget targets, including savings and income generation as appropriate. Contribute to the Council's budget process, advising the Corporate Director and Elected Members on service priorities and implications of budgetary options.
- Deputise for the Corporate Director, Adults & Well-Being and ensure effective leadership of the Directorate and its functions.

About You

Qualifications and Professional Development

- Bachelors/ Masters' degree or equivalent/experience in leadership which can be evidenced.
- Evidence of continual formal management development.
- Evidence of continuous professional development of self and others.

Experience and Knowledge

- Significant and demonstrable track record of experience in successful leadership and management of strategic and integrated commissioning, contract management and provider services on a large scale.
- Evidence of offering visionary leadership to drive innovation and creativity through a commissioning or provider function to achieve high quality delivery within a challenging financial landscape.
- A proven track record and demonstrable experience of successfully managing finance and competing budget priorities, risk and performance within the context of a demand-led but resource-constrained service.

- Experience of challenging and influencing senior managers and key stakeholders e.g. the care market, the NHS, Public Health, Voluntary, Community and Faith Sector in delivering an integration agenda.
- A proven track record of leading transformational change, both within an adult social care service and driving change at an organisational level.
- A proven track record of developing and delivering strategies, strategic planning and implementation and policy development relating to commissioning and adult social care service delivery; able to evidence the positive outcomes achieved.
- Demonstrable experience of people leadership, including workforce planning, objective setting, performance management, motivating and inspiring a diverse group of staff with different backgrounds and career goals.
- Experience of developing and implementing organisational culture change strategies through innovative and creative ways to respond to and drive Trafford Borough and Greater Manchester ambition.
- An understanding of, and a personal commitment to, the vision, aims, values and priorities of Trafford Borough Council.
- A clear understanding of the workings of local government and the current issues to be faced in Local Authorities.
- Can demonstrate political acumen and aptitude to adapt to a political environment.

Skills and abilities

- Ability to undertake strategic reviews, creating business cases and financial modelling to inform commissioning strategies and future council direction of managing the care and support market in Trafford.
- Ability to be innovative and creative, developing business models to investigate several options/solutions and their viability, evaluating the risk against a shifting political and financial background.
- Excellent written and verbal communication skills, and the ability to communicate complex and potentially sensitive/contentious information clearly and effectively in both written and verbal forms to a variety of audiences and through a number of different channels.
- Ability to work collaboratively, working across departmental and organisational boundaries to develop shared solutions to deliver wider borough goals.
- Ability to support partners to develop plans for further pooling of budgets, ensuring that the necessary engagement and consultation is undertaken and that operating models take account of agreed changes.
- Excellent negotiation skills and evidence of having successfully applied these internally (in building excellent stakeholder relationships) and externally (in driving value through supplier relationships).
- Able to develop and embed integrated commissioning services using a co-production approach which provides meaningful opportunities for local people who use services to engage as equal partners in the commissioning, monitoring and review of services.
- Extensive knowledge of relevant legislation and regulatory standards through experience of applying within complex settings for e.g. wide range of legislation and professional standards.

- Detailed knowledge of relevant policies, strategies, latest developments, market trends and alternative service delivery models and the way in which they can be utilised by Trafford Council.
- Judgement and proportionality, able to manage competing priorities, quickly identify key factors and direct attention and resources appropriately.
- Excellent problem-solving skills, able to analyse complex scenarios and synthesise multiple strands of work into solutions that can be simply and clearly articulated to senior stakeholders, including Members.
- The highest personal integrity and loyalty, supportive to colleagues, with a drive to deliver corporately on the Council's vision and values.

Special Conditions

- Car User / full driving license required
- Willing and able to travel to sites within and outside of the Trafford Borough
- Politically restricted
- Unsocial hours/weekend work may be required
- Participate in the council's emergency arrangements as an on-call member and will fully participate in gold and silver arrangements as required, which may require chairing the formal council meetings

Date prepared/revised	New Role 3.9.25 / finalised via consultation 28.10.25
Prepared/revised by	CW/MK/TS
Job Evaluation	HAY Evaluation August 25 *(CG/RP) October 2025

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.