Commissioning Support Officer — Role Profile

Service: Integrated Commissioning
Band: Band 6
Reporting to: Commissioning Officer
Responsible for: No direct reports

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.

Your Main Priorities

- Providing support to all aspects of the commissioning cycle for public health and population well-being outcomes, with a particular focus on substance misuse.
- 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. home care, children's residential provision 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.
- 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.
- 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, adults' 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
- ICB commissioning activity
- Research and evaluation methods
- Information and management systems

Skills and abilities

- Excellent communication skills
- 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, solution-focussed, self-awareness and resilience
- Good interpersonal and negotiating skills, sensitivity and respect for others
- Excellent time management and organisational skills
- Project management skills

Date prepared/revised	APR 2022 | 01/07/2022 (Transferred to new template)
Prepared/revised by	J Burgess-Allen
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.