# Job Description and Person Specification

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| Job title  | Strategic Commissioning Manager |
| Strategic team/Directorate  | Adult and Community Services |
| Service  | Adult Social Care Commissioning Team |
| Business unit | Adult Social Care |
| Responsible to (day to day issues) | Strategic Partnership Manager |
| Accountable to (line manager)  | Strategic Partnership Manager |
| Salary grade (spinal column points only) | Grade L |
| JE ref | ADC015 |

# 1. Key purpose of job

1.1 To commission Adult Social Care Services in line with the commissioning cycle, which ensure capacity and quality of service supply within the given financial parameters of the commissioning budget; and where appropriate decommission services.

1.2 To manage create, co-ordinate and deliver engagement plans to inform the commissioning cycle.

1.3 To leverage the budget and optimise commissioning arrangements through facilitating service redesign and co-commissioning with other Local Authorities (LA’s) and commissioning

organisations e.g. Clinical Commissioning Group (CCG) as part of the Integrated Care System (ICS) for Devon.

1.4 To undertake a range of project work to enable services, available from independent and third sector providers, to continually transform and evolve to match:

* The needs of the service users (as identified by the Joint Strategic Needs Assessment (JSNA)).
* The priorities and resources of the commissioning authorities.
* Best practice, national and local policy.

1.5 To be responsible and lead on the written service specifications which meet the needs established in the JSNA and articulated in the Commissioning Strategies and drive transformation outcome –based approaches to the delivery of care commensurate metrics and measures.

1.6 To develop and draft contract frameworks that will ensure the delivery of services which meet those specifications at an agreed/usual cost, which represents Best Value for Torbay Council, the CCG and service users.

1.7 To research and undertake a level of data analysis to estimate the expected demand for services.

1.8 To report national and international learning and present to colleagues for the purposes of horizon scanning, best practice and service development.

1.9 To work with service users, their carers and providers to ensure innovation in the way that independent providers and third sector organisations work to meet the needs of the population and deliver creative solutions.

1.10 To lead, manage and be responsible for investigations into contract compliance where significant or sustained concerns have been reported to the Commissioning Team and, where necessary, initiate contract enforcement processes.

1.11 To be responsible for coordination and delivery the commissioning cycle involving procurement, finance, performance and quality assessment teams.

1.12 To work with frontline teams, service users and their carers to collate information in regard to unmet needs, or potential alternative service solutions, to inform commissioning strategies and the negotiation of service improvement with providers.

1.13 With the knowledge of the market coordinate and complete the return of stocktakes, reports and performance data for example: Department of Health and Social Care (DHSC), Association of Directors of Adult Social Services (ADASS).

1.14 To represent and enhance the profile of the Council with providers, peer organisations and the public.

# 2. Anticipated outcomes of post

2.1 To manage, lead and be responsible for the development, management and delivery of project work within a designated area of the market. This could be defined by service user group or service type (e.g. Mental Health, Learning Disability, Older People, Day Opportunities, Community Networks, Extra Care).

2.2 To be responsible for drafting, negotiating and agreeing contract terms and specifications with providers to ensure the delivery of high-quality care at a price, or usual cost of care, which ensures Best Value for local commissioners.

2.3 To be responsible for addressing contract compliance issues with service providers, including close monitoring of remedial action plans and talking enforcement actions, where providers are failing to meet contract requirements and specifications.

2.4 To chair meetings on provider performance and safeguarding.

2.5 To be responsible for managing designated block contracts with values in the region of £1 million.

2.6 Production of joint and integrated commissioning arrangements with other LA’s and system partners both as associate and lead commissioning organisation.

2.7 Produce assurance for the Council as to consultation obligations being fulfilled and best practice considered.

2.8 To maintain effective working relationships with an allocated group of providers.

2.9 To be responsible for team objectives will be agreed and reviewed annually and set out in the Commissioning Priorities work plan.

2.10 Enable the Council to be compliant with key Adult Social Care legislation, such as the Care Act 2014, Mental Capacity Act 2055, etc.

2.11 Enable the Council to meet its obligations in respect of personalisation and self-directed support.

2.12 Build an in-depth knowledge of the portfolio issues and client groups to inform the Strategic Partnership Manager, Head of Adult Social Care Commissioning and Director of Adult and Community Services.

2.13 Further develop the profile of the Council and the commissioning function.

# 3. List key duties and accountabilities of the post

3.1 To support the Strategic Partnership Manager by leading and developing a clear Commissioning Plan, which is in line with the priorities and resources of local commissioners and designed to improve and transform the services available to local people.

3.2 Deputise for the Strategic Partnership Manager when required to do so.

3.3 To line manage the Commissioning Support Officers and other specialist commissioning officers linked to our commissioning portfolio.

3.4 To promote the delivery of high-quality services and the delivery of continual service improvement in all contacts with providers of care services.

3.5 Produce draft press releases and statements for Communications colleagues to review, which will promote the Council’s profile in respect of strategy and policy both national and local.

3.6 Produce responses to Councillors and MP’s enquiries on issues relevant to the Adult Social Care portfolio.

3.7 To ensure that contracting policy and practice is consistent with national guidance, best practice and statutory requirements.

3.8 To contribute to the development and agreement of the Annual Strategic Agreement (ASA) between the Torbay and South Devon (NHS) Foundation Trust and Torbay Council.

3.9 Responsible for co-ordinating and running regular meetings with providers, which provide a forum for the communication of information, the promotion of continual service improvement and quality development initiatives.

3.10 To work with providers to increase the range, choice and quality of services and develop an outcome-based approach to contracting and service delivery.

3.11 To build relationships within individual providers which deliver the vision for integrated health and care agreed between the Trust and Torbay Council, as set out in the ASA.

3.12 To take responsibility for and lead on specific programmes and projects and to prepare and deliver reports and presentations as appropriate to operational and management teams within the Trust, CCG and Council.

3.13 To work at a strategic level with operational and strategic and professional leads, service managers and users/carers to ensure that good practice, (new) policies, protocols and service development plans are understood and implemented at a local level.

3.14 To promote the principle that the people who use our services, and their carers, should be at the centre of all we say and do in all contacts and interactions with providers, staff, people who use our services, carers, partner organisations and members of the public.

3.15 To lead and manage a number of project teams which may comprise of colleagues from other teams/directorates within the Council, within Torbay and South Devon (NHS) Foundation Trust, and from other organisations as appropriate.

3.16 To be lead and be accountable for the performance of all team members in relation to their work on the project and to be able to ensure delivery through influencing and supporting project team members and ensuring that the correct resources were deployed within the project.

3.17 To work with the owners and managers of provider organisations to encourage them to adapt to changes in the market and adopt models of care and business solutions which are sustainable in the longer term.

3.18 It is the post holders’ responsibility to:

* Attend and complete all mandatory training and other courses/events as required by the Strategic Partnerships Manager.
* Take a full part in their own annual appraisals/performance reviews.
* Abide by the relevant HR and operational policies of the Council.

**Communication and Relationship Skills**

3.19 To represent the Council, and the Trust, at local meetings/forums, to further engagement and consultation.

3.20 To represent the Council and the Trust at local meetings/forums, to promote the delivery of agreed commissioning and service strategies.

3.21 To represent the Council and the Trust at local and regional events in respect of commissioning and policy developments/issues, and in regard to the client cohort within the Adult Social Care portfolio.

3.22 To establish good communication and relationship conduits with South West Peninsular Authorities.

3.23 To communicate and receive complex and sensitive information to representatives of provider organisations, Trust staff, partner organisations, and the public. This will involve undertaking presentations. In contract negotiations and compliance reviews this could include operating in contentious or antagonistic situations.

3.24 To be responsible in developing partnership approaches across the statutory, voluntary and independent sectors in order to ensure that services are developed and delivered in a way which is responsive to need, and places individuals at the centre of the care they require.

3.25 To liaise with frontline teams and staff to collate information in regard to unmet needs, or potential alternative service solutions, to inform commissioning strategies and the negation of service improvement with providers.

3.26 To work closely with the Trust to ensure that where providers fail to address concerns about care quality raised through the Provider of Concern Process, this is escalated and addressed with the providers by nominated members of the Adult Social Care Commissioning Team as the strategic commissioners of these services.

3.27 To be responsible for producing briefing papers and reports for the Head of Adult Social Care Commissioning and Director of Adult and Community Services, including those for presentation to Councillors at Cabinet and Overview and Scrutiny Board.

**Quality and the ‘Lived Experience’ of Service Users**

3.28 To be aware of current policy and demand drivers and be able to produce innovative and responsive commissioning options, to transform services and meet people’s needs.

3.29 To promote the delivery of high-quality services and the delivery of continual service improvement and innovation in all contacts with providers of care services.

3.30 To develop, negotiate and agree contract frameworks with providers that result in the delivery of high-quality outcome-based services, which meet the needs of local people and are in line with the requirements agreed by and between commissioning authorities.

3.31 To investigate and manage complaints appropriately, in accordance with the requirements of each agency.

3.32 To ensure that policies and procedures in regard to Safeguarding Adults and Children are understood, adopted and applied by all providers who hold contracts for the delivery of services with the Council or the Trust. This will include directing and leading whole home investigations and taking part in Safeguarding Serious Case Reviews were appropriate.

3.33 To design and lead briefing sessions for frontline staff in regard to the provisions, options and requirements set out in service specification frameworks, for care services, agreed with providers.

3.34 To undertake a proportion of each month to meet with frontline teams and service users to maintain knowledge and ‘feel’ for the market. Levels of both empathy and detachment to ensure a balanced professional approach.

**Freedom to Act**

3.35 To operate within parameters agreed with the Head of Adult Social Care Commissioning to deliver the objectives of the Trust, The Council and Commissioning for Independence Board.

3.36 To deputise for the Head of Adult Social Care in their absence but refer decisions to the Director of Adult and Community Services if required.

3.37 To make autonomous decisions within delegated authority to progress or conclude negotiations and quality/safeguarding actions.

**Risk Management**

3.38 To ensure that risk management policies and procedures are implemented, in the defined area in accordance with the requirements of each agency, and that risks are managed/mitigated locally or escalated to an appropriate level in the organisation.

3.39 To be aware of and promote compliance with current Health and Safety legislation, in their own work and working with providers of care contracted to either the Council or the Trust.

**Information Resources**

3.40 To utilise performance management information with staff and others as the basis for continuous service improvement.

3.41 To fully use and utilise the IT systems that are available to the team.

3.42 To operate clinical governance and other quality assurance systems which are in place to ensure service user safety, service quality and continual service improvement.

**Research and Development**

3.43 To lead on research in order to inform transformation opportunities for development and improvement, to ensure integrated services provide for, meet, or exceed national standards for performance where possible.

# 4. Budgetary/Financial Responsibilities of the post

4.1 To manage and monitor a designated portfolio of contracts on behalf of the Council, CCG and Trust as appropriate, and within the agreed policy and processes for each organisation.

# 5. Supervision/Line Management Responsibilities of the post

5.1 To manage six Commissioning Support Officers (split equally between each Strategic Commissioning Manger) and their portfolio. Responsibilities will include regular management and supervision of staff, preparation and discussion with them of their annual appraisals, as well as producing an evidence base for all performance management.

5.2 Manage project teams consisting of staff, stakeholders and providers.

# 6. Working environment and conditions of the post

6.1 The post holder will work predominantly within an office environment or from home but will be required to travel as part of their role.

6.2 Normal working environment conditions.

# 7. Physical demands of the post

7.1 Normal physical demands.

# 8. Specific resources used by the post

8.1 Standard office equipment, laptop, etc.

# 9. Key contacts and relationships

**External**

Torbay and South Devon (NHS) Foundation Trust; NHS Devon Clinical Group (CCG); Devon Partnership NHS Trust; Integrated Care Systems (ICS) for Devon; Other local authorities, in particular Devon County Council, Plymouth City Council and Councils in the South West region; Association of Directors of Adult Services (ADASS) South West, and South West Councils; Department for Health and Social Care (DHSC); Care Quality Commission (CQC); Local Government Association (LGA); TDA, including TorVista Homes (our registered housing provider); Torbay and Devon Safeguarding Adults Partnership;

Torbay and wider Devon voluntary sector organisations, including the local Healthwatch in Torbay. Devon and Plymouth (and Healthwatch England), Torbay Community Development Trust, Citizens Advice Torbay, Devon Link Up, Living Options Devon, etc.

Contract service providers such as care homes, home care agencies, supported living settings, extra care housing, day services, outreach services, community equipment, advocacy services, etc.

Service users, and their representatives including Torbay Learning Disability Partnership Board, Torbay Autism Partnership Board, Torbay Carers Service, etc.

**Internal**

Procurement; Contract Management & Commissioning; Financial Services; Human Resources; Governance Support; Information Governance; Legal Services; Public Health; Children’s Services; Housing Services; Policy, Performance & Community Engagement; Communications; Emergency Planning.

Cabinet Member for Adult and Public Health and other Councillors as required.

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* This post is office based at Tor Hill House but the post holder may be required to move their base to any other location within the Council at a future date.
* The post is eligible for both hybrid working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.
* The post holder is expected to work in a way that ensures vulnerable children and adults are safeguarded and report any safeguarding concerns in accordance with established policies and procedures.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

 In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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| Job title  | Strategic Commissioning Manager |
| Strategic team | Adult and Community Services |
| Service  | Adult Social Care Commissioning Team |
| Business unit | Adult Social Care |

## Skills and effectiveness

### Essential skills and effectiveness

1. Ability to negotiate and influence internal colleagues , other public and private sector organisations and key partners to secure improved outcomes.
2. The ability to manage complex projects taking full accountability for all aspects of delivery, owning the projects and ensuring that all stakeholders are fully engaged.
3. Ability to plan, organise and manage resources effectively and efficiently.
4. Ability to assimilate, understand, analyse, interpret and communicate complex information and data to inform creative decision making.
5. The ability to provide a role model to all and leadership with the ability to plan, co-ordinate and facilitate the work of others.
6. Ability to make decisions that may have significant implications for others and confidently provide the rationale for them.
7. Confident and competent when under external and internal security.
8. Proven problem-solving skills and the ability to identify causes and determine a range of informed, innovative and imaginative solutions.
9. The ability to manage conflicting deadlines and identify and manage change.
10. Ability to work to, and be motivated by deadlines involving complex problems, frequency changing circumstances and conflicting priorities.
11. Excellent communication and presentation skills and competent use of PowerPoint.
12. Numerate with analytical skills to evaluate data.
13. Preparing and presenting data to senior officers as well as presenting policy documents and business cases at team or business unit level.
14. Ability to use standard MS Office applications and a willingness to acquire new ICT skills.

### Desirable skills and effectiveness

1.Proven experience of working within and delivering excellent outcomes within a social care or health setting, ideally within a commissioning function.

## Knowledge

### Essential knowledge

1. A theoretical understanding and comprehension of the commissioning cycle and relevant practical experience of how this is then applied in real world scenarios.

2. Detailed knowledge and understanding of the current policy agenda in regard to the delivery of integrated care and its complexity.

3. An understanding of the application and impact of eligibility criteria in health and social care services.

4. Specialist knowledge of the current trends and issues affecting the commissioning and delivery of social care services.

5. Detailed knowledge of current requirements and of the developing agenda in regard to the commissioning of care services.

6. Knowledge, understanding and commitment to delivering excellence in customer care.

7. Knowledge and understanding of key health and social care legislation.

8. Knowledge and awareness of Safeguarding legislation and policy guidance.

9. Proven knowledge of and expertise of programme management and delivery.

10. Working knowledge of techniques for planning, monitoring and controlling programmes.

### Desirable knowledge

1. Understanding of the democratic process within public services.

## Experience and achievements

### Essential experience and achievements

1.Experience of developing, writing, manging and monitoring contract frameworks and specifications.

2. Experience of presenting and facilitating groups.

3. Experience of contributing as a team player and a managing individuals and teams.

4. Experience of responding to changing priorities and competing deadlines.

5. Experience of managing contract compliance processes, such as contract monitoring meetings.

6. Experience of negotiating service level agreements and monitoring performance/making changes to ensure value for money.

7. A proven track record in the management of projects across organisational boundaries.

8. Experience of outcome-based models for contracting and care delivery.

9. Experience of operational management, ideally in health and social care, including supervision training.

10. Experience of co-production/and consultation with service users, carers and other key stakeholders in the design and delivery of outcome-focused services that meet their needs and aspirations.

11. Experience of developing medium-term plans at team of unit level.

12. Budget management experience and demonstrable skills in achieving financial balance.

### Desirable experience and achievements

1. Experience of use of social media for publicity, engagement of the public, and service improvement.

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Educated to Degree level standard (including HND, professional/enhance skill qualification) or equivalent or demonstrable work-related experience in appropriate areas.

2. Evidence of continuing professional and personal development.

### Desirable qualifications/professional memberships

1. Commissioning qualification.

2. Management qualification, such as the Institute of Leadership & Management (ILM) or equivalent.

3. PRINCE2 or equivalent.

4. Contract Management qualification

## Essential – Other requirements of the job role

1. Demonstrates a commitment to safeguard and promote the welfare of adults, children and young people

2. Ability to travel efficiently around the Bay/South West in order to carry out duties.

3. Ability to accommodate occasional homeworking.