

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7BF</b>	<b>Role Title</b>	<b>Brokerage Officer</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Senior Brokerage Officer</b>
		<b>Directorate/School</b>	<b>Health Wellbeing and Adult Social Care</b>
<b>JE Band</b>	228-268	<b>Service/Department</b>	<b>Commissioning</b>
		<b>Date Role Profile was created</b>	<b>17th March 2021</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To ensure cost effective and timely services are sourced for adults with care and support needs.</p> <p>To develop effective working relationships with providers in line with Adult Social Care commissioning strategies.</p> <p>To support work with Commissioners, Partners and other Stakeholders in developing the countywide and local market to provide innovative and effective services that meet current and future needs of the residents of Surrey, including escalating any identified gaps in local service provision.</p>
<b>Work Context</b>	<p>To source care and support services to meet the assessed needs and outcomes for an individual as set out in their support plan.</p> <p>To source care and support services whilst achieving value for money outcomes for the Surrey Health and Care system, utilising voids and contract beds for new services, in the first instance, to enable cost efficiency.</p> <p>To champion the use of the Council brokerage system with operational teams and providers, including providing training when required.</p> <p>To proactively build a strong knowledge base of local service provision including specialist skills and experience.</p> <p>To coordinate the end to end process from referral to the start of the agreed service provision. Ensuring operational, finance and management sign offs are completed, including the issuing of contract agreements.</p> <p>To work effectively with Practitioners, Commissioners and Quality Assurance teams to deliver an efficient and safe care sourcing process.</p> <p>To work in a person-centred way proactively seeking to empower people and maximising their potential for independence.</p> <p>To use the Council's cost and pricing models to ensure services are arranged within the agreed pricing parameters.</p> <p>To maintain accurate records, ensuring that completed cases are recorded on the appropriate systems and databases.</p>
<b>Line management responsibility</b> if applicable	None, but will have a role in the induction and training of new staff and on-going development of staff across the Health and Social. Care System.
<b>Budget responsibility</b> if applicable	None, but will be required to negotiate with prospective providers on behalf of Surrey's Health and Social Care System to secure service capacity and value for money.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare reports/statistics/briefings to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate.</li> <li>• Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services.</li> <li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Maintain financial, and/or stock records, and review data to contribute to resource planning.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Maintain a network of contacts, drawing on support and advice from others to resolve problems.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to A level or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Good IT skills.</li> <li>• Ability to work with others to achieve objectives and improve customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Previous relevant work experience.</li> <li>• Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Understanding of the issues facing the care providers and the impact of system wide pressures on them.</p> <p>Experience of direct work with people with different social care needs in a health or social care setting; in paid or voluntary capacity.</p> <p>Awareness of the principles of confidentiality and the importance of complying with confidentiality policies within the service.</p> <p>Basic understanding of general common health conditions, specific conditions for people with a Learning Disability Autism and Mental Health and the disabling barriers individuals may experience e.g. Dementia, Stroke, Arthritis, Respiratory conditions etc.</p> <p>Experience of direct work with people with different social care needs in a health or social care setting; in paid or voluntary capacity.</p> <p>A commitment to continuing practice, and personal development and willingness to undertake in-house training and 'or professional qualifications.</p>

<b>Role Summary</b>	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.
<b>Reference Number</b>	BM-2021-178

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