

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7BF</b>	<b>Role Title</b>	<b>Commissioning Support Officer</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Commissioning Manager</b>
		<b>Directorate</b>	<b>Children, Families, Learning and Communities</b>
<b>JE Band</b>	228-268	<b>Service</b>	<b>Commissioning</b>
		<b>Team</b>	
		<b>Date Role Profile was created</b>	<b>Feb-19</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 provide support to the commissioning process for populations of childrens and families (scope to be determined in the role holder's annual work programme and objectives), to facilitate best practice and value for money from commissioned services.</p> <p>Support market shaping activities and co-production with partners, operational colleagues, and service users in designated specialism/s as directed by service managers.</p> <p>Support contract management within services and the post holder's area of responsibility to ensure contract terms and conditions are fulfilled and enforced if necessary.</p> <p>Provide efficient support to all stages in the commissioning framework, including needs analysis, development of service specifications; procurement of services, monitoring and evaluation, and service/market development.</p>
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**Work Context**

The Commissioning division works with a range of professionals and disciplines to secure delivery of better outcomes for children and families and best value for money. Commissioning teams are organised around the needs of particular populations of children and young people with clear accountability for delivering specified outcomes within agreed budget envelopes. The division works closely and collaboratively with partners, such as the NHS, and other services, particularly operational teams, to shared objectives. In addition it adheres to guidelines and professional standards set by the strategic commissioning hub. It aims to genuinely co-produce support with children and families in a way that goes well beyond consultation with established user groups and involves developing a deep and thorough understanding of needs and aspirations of children, young people and families.

This post is situated in one of the commissioning teams that bring together commissioning functions around populations of children and families, and some specialist areas e.g. housing, culture. Each team, led by a service manager, will lead on areas of commissioning. While these areas may change over time, the key responsibilities are likely to remain with their home team. The areas of commissioning will include, but not be confined to: family resilience/early help; early years; SEND; and special school provision; health and wellbeing; housing; and culture.

**Line management responsibility**  
if applicable

None

**Budget responsibility**  
if applicable

None

**Representative Accountabilities**

Typical accountabilities in roles at this level in this job family

Analysis, Reporting & Documentation

- Prepare reports/statistics/briefings to meet statutory/management information requirements.
- Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.

Service Delivery

- 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.
- 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.

Planning & Organising

- 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.
- Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.

Finance/Resource Management

- Maintain financial, and/or stock records, and review data to contribute to resource planning.

Work with others

- Maintain a network of contacts, drawing on support and advice from others to resolve problems.
- Communicate and liaise with service users and/or external contacts, representing the

	<p>team/service as required.</p> <ul style="list-style-type: none"> <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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</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>	<ul style="list-style-type: none"> <li>• Proven ability and experience in providing high level business support in a large and complex organisation.</li> <li>• Proven ability to maintain, analyse and evaluate data.</li> <li>• Willingness and ability to travel around county and work outside normal office hours.</li> </ul>

**Role Summary**

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.



