Role Profile

Part A - Grade & Structure Information

Job Family Code	**13SW**	**Role Title**	**Service Manager Commissioning (Resource Allocation)**
Grade	PS13	**Reports to (role title)**	**Assistant Director Commissioning & Resources**
		Directorate	**Children, Families, Learning & Communities**
JE Band	614-734	**Service**	**Commissioning**
		Team	**Gateway to Resources**
		Date Role Profile created	**12/06/2020**

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.

Role Purpose including key outputs	Direct, monitor and coordinate the Gateway to Resources, Resource Allocation team implementing best practice and ensure value for money. Manage and develop a team of Resource Officers who source and commission placements and support packages for vulnerable children and young people, to ensure effective and safe delivery of services which are on time and within budget. Placements and support packages need to meet the holistic needs of the children across education, health and social care. Support Resource Officers with complex cases ensure that casework within the team is managed safely and children are safeguarded against risk in line with statutory duties and current legislation for children and families. Work collaboratively with providers to support their development thereby increasing positive placement and support package choices and where appropriate enabling young people to live 'closer to home'. Develop, drive forward and coordinate a coherent approach to the brokerage and negotiation of Placements, care and support packages that streamlines processes and delivers specified outcomes within the agreed budget. Lead the effective case management of requests for additional services ensuring suitable placements are sourced with due regard to statutory quality assurance mechanisms. Lead the monitoring, management and evaluation of the Placement finding performance ensuring effective negotiation on contract terms and conditions. Ensure effective negotiation of costs according to needs and outcomes; review these for any ongoing commissioned resource and work with commissioning managers to develop opportunities and secure best prices. Maintain a close relationship with providers, operational teams and service users, to ensure provision is delivering the outcomes and quality specified within the agreed resources and taking action to problem solve as soon as deficiencies are identified. Provide creative solutions that resolve identified gaps in market capacity and anticipate future demand. Ensure that high quality supervision and development support for staff takes place Lead and participate in multi-agency groups to improve outcomes and services for children, young people and families

Work Context	Children and families who are supported by Surrey Children's Social Care may require an accommodation placement or an additional support resource. It is essential that this resource is the right one for that child's needs, for the right duration and at the right price. The Gateway to Resources service brokers all purchased resources ensuring it is child focused and efficient, which is vital to both improving outcomes and reducing costs. As a Commissioning service it will work in partnership with the Social Care teams to find and match the best placement for the child or young person. Managers instil in all of their services an ethos of personal accountability in providing high quality services and improving the lives of children and young people. They forge positive and beneficial relationships with partners (such as parents/carers, foster carers, schools, health services, police, voluntary organisations and districts and boroughs) to ensure the integrated delivery of services and work innovatively to create efficiencies of scale and pool resources in order to maximise the use of public funds. Service Managers support Assistant Directors and Directors in implementing their portfolio of responsibilities by leading on project work and deputising for the Assistant Director where required.
Line management responsibility	Directly responsible for the mangement and development of the Resource Allocation team.
Budget responsibility	Influence over placement/commissioning budgets
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Manage risk in relation to service delivery ensuring safeguarding issues are addressed, and contribute to the corporate risk management framework. Service Development • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. Planning & Organising • Develop and ensure implementation of operational and service plans and policies, and play a key role in long term plans to develop and implement new initiatives and operational systems. • Assist in the production of service plans, including the setting, monitoring and evaluation of service targets. Finance/Resource Management • Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered. • May have indirect influence on significant commissioning budgets. Work with others • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon to enhance service delivery. • Work with a range of agencies and partners to develop services in line with government policies, and to promote and coordinate initiatives.

	People Management • Manage the service delivery of teams and units and ensure all cases, including complex and high risk are progressed in line with quality, national and legislative standards. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. Duties For All Values:To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, safety and 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Relevant professional qualification and registration where required plus substantial experience at a senior management level in specialist area. • Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services. • Comprehensive knowledge and awareness of broader contextual factors affecting national service delivery. • Ability to exercise a significant degree of critical and constructive thinking and demonstrate evaluative judgement. • Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application. • Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility. • Excellent written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. • High level problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change. • Proven ability to assess risks and benefits and respond appropriately. • Clear evidence of political acumen. • Wide experience in successful leading, motivating, coaching, mentoring and developing staff. • Expert specialist knowledge consistent with the role.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Social Work Qualification • Relevant Degree Level Qualification (desirable) • Substantial management experience within children or adults social care settings and experience of managing performance. • Thorough working knowledge and understanding of the children's service 'market' including the partnership commissioning landscape and independent sector services. • Understanding of specialist procurement, market management and business relationship management • Children's services legislative knowledge and understanding of Children's Regulatory Frameworks and Preventative factors. • Substantial resource management experience, managing complex procurement projects and delivering required outcomes within agreed budgets, together with a track record at management level of improving children and young people's lives through resource management. • Able to demonstrate understanding of the needs of children/young people in their specialist area with the ability to work with the Assistant Director and Directors, partners and other parties to develop and implement plans and actions that ensure improvement. • Ability to evidence skills in purposeful high quality supervision that has impacted on improved outcomes for children, young people and families and staff retention. • Satisfactory Enhanced DBS clearance is required. • Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.

Role Summary	Roles at this level plan, organise and manage large and complex teams or specific service areas, and/or provide day to day operational management for a specified geographical area or service. Their work usually includes policy development, developing and implementing operational plans and helping to develop and deliver strategy. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or council objectives. Roles at this level require extensive management experience and high level expertise. They exercise a significant degree of flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.

Reference Number	BM-2020-187

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