

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Commissioning Manager
Grade	PS11	Reports to (role title)	Service Manager Commissioning
		Directorate	Children, Families, Learning and Communities
JE Band	439-518	Service	Commissioning
		Team	
		Date Role Profile was created	Feb-19

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	<p>Lead a commissioning team for populations of children and families (scope to be determined in the role holders annual work programme and objectives), engaging and consulting with key stakeholders across the council and external partners, to implement best practice and ensure value for money is achieved from commissioned services.</p> <p>Line manage commissioning officers deploying capacity flexibly across the service to enable the management and support of commissioning priorities. Conduct high quality supervision to enable development and support of staff in their area of responsibility and improve outcomes and staff retention.</p> <p>Undertake progressional oversight and responsibility for all roles in their team ensuring the standard and quality of their work in all stages in the commissioning framework.</p> <p>Undertake market shaping activities and co-production with partners, operational colleagues and service users in designated specialism/s as directed by service managers. Build key relationships with current and future potential suppliers to ensure that markets are aligned with needs, resources and outcomes.</p> <p>Facilitate collaborative work with procurement leads to ensure that services are commissioned through use of appropriate procurement methods and in line with contract Standing Orders; Financial Regulations and EU procurement regulations.</p> <p>Lead the monitoring, management and evaluation of contract performance for services in the post holder's area and ensure that the contract terms and conditions are fulfilled and enforced when and if necessary.</p> <p>Participate in, and where appropriate lead, multi-agency groups to improve commissioning outcomes.</p>
Work Context	<p>The Commissioning division works with a range of professionals 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.</p> <p>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.</p> <p>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 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.</p>

Line management responsibility if applicable	Line manages Senior Commissioning Officers.
Budget responsibility if applicable	Indirect influence of a budget of up to £2million.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. <p>Service Delivery</p> <ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Ensure professional and quality service standards are maintained and applied within their area of activity. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & 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>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles. • Professional qualification or evidence of high. level understanding of relevant business disciplines. • Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles). • Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. • Proven ability to manage a wide range of complex projects or programmes. • Significant work experience at management level in one or more relevant specialist areas. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Working knowledge and understanding of the market, including the partnership commissioning landscape, as well as third and independent sector services. • Specialist commissioning, market management, business relationship management and legislative knowledge pertinent to area of specialism. • Commissioning experience, managing complex procurement projects and delivering required outcomes within agreed budgets, together with a track record at management level of improving outcomes through commissioning. • Proven ability to analyse and evaluate data. • Able to demonstrate understanding of the needs of children/young people in their specialist area with the ability to work with colleagues, partners and other parties to develop and implement plans and actions that ensure improvement. • Willingness and ability to travel around county and work outside normal office hours.
Role Summary	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>

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