Role Profile

Part A - Grade & Structure Information

Job Family Code	**7BF**	**Role Title**	**Commissioning development officer**
Grade	PS7	**Reports to (role title)**	**Commissioning manager/Senior commissioning manager**
		Directorate	**Adult Social Care**
JE Band	228-268	**Service**	**Commissioning**
		Team	**Commissioning**
		Date Role Profile was created	**Jul-21**

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	To support operational teams to manage provider relationships and overcome day to day challenges, ensuring quality services that improve people's outcomes. To develop effective working relationships with providers, partners, people who use Adult Social Care services and their carers and families, in line with Adult Social Care commissioning plans and priorities. To support commissioners throughout all stages of the commissioning cycle: analysing needs; planning services for future needs to improve outcomes; procuring new services and reviewing and managing contracts.
Work Context	This role is part of the commissioning department in Adult Social Care. The post holder will be aligned to a commissioning team with a client group and/or geographical area focus, to support effective commissioning practice in those areas, supporting the operational teams. The ability to build and maintain positive relationships is vital in this role. The role holder will develop and maintain relationships with: social care staff, external providers, commissioning, people who use services, their carers and families and health and other stakeholders. These interrelationships are crucial to the success of finding creative solutions and services, to ensure cost-effective and quality services that promote independence and improve people's outcomes.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	None, but will be required to support commissioning and operational practice to secure service capacity and value for money to enable ASC to deliver financial balance.

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 team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. 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 & 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. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • 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. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	The role holder should have direct or equivalent experience in one or more of the following areas; Commissioning Partnership working Contract monitoring / management Service development / management Project management Working with partners and providers to effect improvement in outcomes. Experience of working in health or social care. Co-production. The role holder will have a commitment to professional and personal development and willingness to undertake in-house training and/or professional qualifications. There may be a need to travel around the county to meet the demands of the role.

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.
Reference Number	BM-2021-447