

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Commissioning Manager
Grade	PS11	Reports to (role title)	
		Directorate/School	
JE Band	439-518	Service/Department	Adult Social Care
		Date Role Profile was created	Jun-17

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 take lead responsibility for the development, management and improvement of commissioning services across a range of specialist areas or business units in Adult Social Care. The Senior Manager will take responsibility for all commissioning resources that are in place to maintain service delivery, and ensure that appropriate risk management and business continuity measures are in place. They will be responsible for ensuring practice standards, customer service and quality assurance are incorporated into all commissioning services. Work closely with the commissioning support unit and procurement colleagues to increase value for money in service provision. The Senior Manager will be the focus of relationships with service providers and will work with other senior managers on developing and shaping service provision within their area. Ensure that they are working in partnership with the relevant statutory voluntary and third sector organisations, other professionals, individuals, carers, families and the community in order to provide positive outcomes.
Work Context	The job holder will be working closely with local partners and Clinical Commissioning Group colleagues on shaping the local integration agenda as well as having a lead for local commissioning with District & Boroughs and other local providers. They may need to work across more than one site.
Line management responsibility if applicable	Management of up to 10 managers and their staff.
Budget responsibility if applicable	Significant contributory impact over a budget of up to £240mio.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<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. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<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.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Undergraduate degree or equivalent, ideally with a relevant social work, occupational therapy, other associated health care, qualification or a relevant commissioning qualification. <ul style="list-style-type: none"> • Social workers and Occupational Therapists must maintain their current registration with Health Care Professions Council (HCPC) and adhere to the HCPC standards for conduct, performance and ethics • Substantial professional commissioning and management experience (usually a minimum 6 years) working in the context of public service delivery in the statutory or voluntary sector. • Experience of putting in place systems that support high quality delivery of commissioning services. • Evidence of continuing professional development including leadership and management training. • Detailed knowledge of social care processes and responsibilities in line with personalisation, self directed support and person centred planning. • Skilled communicator; strong public speaker and presenter. • Willing and able to work and travel within the County to work with geographically dispersed teams.

Role Summary	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.
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