

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>11BF</b>	<b>Role Title</b>	<b>Senior Commissioning &amp; Contract Officer</b>
<b>Grade</b>	PS11	<b>Reports to (role title)</b>	<b>Skills for Jobs Programme Manager</b>
<b>JE Band</b>	439-518	<b>Directorate / School</b>	<b>Place</b>
<b>Date Role Profile was created</b>	<b>Mar-26</b>	<b>Service / Department</b>	<b>Economy &amp; Growth</b>
<b>Agile</b>	<b>Information</b>	<u>DBS Requirement</u>	<b>Not Required</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>The Senior Commissioning &amp; Contract Officer will manage and coordinate the commissioning and contract management cycle for skills provision across Surrey, ensuring high quality and compliant services that provide value for money and support local economic priorities, employer demand and resident skills needs.</p> <p>They will provide professional expertise, oversee contract performance and support strategic programme delivery, acting as deputy to the Programme Manager where required and working with Commissioning &amp; Contract Officers to plan, procure, mobilise, performance-manage and continuously improve provision.</p>
<b>Work Context</b>	<p>The Senior Commissioning &amp; Contract Officer will play a key role in effectively and legally discharging adult education functions devolved from the UK Govt to Surrey County Council</p> <p>The role will sit in Economy &amp; Growth and, while focusing on skills for jobs outcomes, will be outward-facing in line with the team's 'horizontal working' culture</p> <p>The postholder will be expected to support work across Economy &amp; Growth, and to collaborate with colleagues in the team, other council departments and external stakeholders (including training providers and businesses)</p> <p>Reporting to the Skills for Jobs Programme Manager, the post holder will be expected to manage their workload to meet the needs of the delivery plan and ensure core objectives are met</p> <p>While the base for the role will be Woodhatch Place in Reigate, you may be required to travel across the county</p> <p>The postholder may be required to work flexibly and, occasionally, out of hours - flexible arrangements apply, including some home working</p>
<b>Line management responsibility</b> if applicable	Up to 5 people and matrix management responsibilities
<b>Budget responsibility</b> if applicable	<p>Delegated responsibility for commissioning with management oversight</p> <p>Financial administration</p>

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Ensure professional and quality service standards are maintained and applied within their area of activity.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Lead major projects and reviews within a defined area of work to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon.</li> <li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li> <li>• 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.</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 be responsible for ensuring health &amp; 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.</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>• Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification or evidence of high. level understanding of relevant business disciplines.</li> <li>• Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles).</li> <li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management.</li> <li>• 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.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Proven ability to manage a wide range of complex projects or programmes.</li> <li>• Significant work experience at management level in one or more relevant specialist areas.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>- Proven track record in commissioning, contract management and programme management (ideally within skills, education, employability or public sector services)</li> <li>- Strong understanding of procurement rules, contract compliance and performance management frameworks</li> <li>- Experience managing staff or leading teams in a performance-focused environment</li> <li>- Ability to work at pace while managing multiple projects, deadlines and competing priorities</li> <li>- Experience of working in a local authority setting</li> <li>- Ability to interpret complex data, financial information and performance metrics</li> <li>- Experience working with training providers, FE/HE institutions and skills programme stakeholders</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>- Knowledge of the skills and employability landscape, including adult skills, apprenticeships, employability support, labour market needs and local economic strategies</li> <li>- Understanding of adult education funding (e.g. ASF), employer-led skills programmes or related commissioning frameworks</li> <li>- Strong negotiation, problem-solving and decision-making skills</li> <li>- Strong communication skills, with the ability to influence providers and partners</li> </ul>
<b>Role Summary</b>	<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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