

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS13-2720	Grade M
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Job purpose: Investigate, analyse, design and deliver a significant programme of work which includes managing discrete projects / casework and initiatives affecting services across the council.

Grade M posts are higher in 'Contacts & Relationships' with the requirement to manage a range of contentious and complex issues higher than grade L posts. In addition, these posts may also have responsibility for supervising/overseeing colleagues, or specialist staff across service areas and external partners in a project context, and will therefore score higher in 'Supervision & Management' and 'Work Demands' to take account of these responsibilities.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related IT systems. Professional qualification in area of specialism (or equivalent experience).
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. Organisational expert in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Knowledge and experience of developing systems, policies, procedures and / or practices. Good knowledge of the wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. Proven ability to apply initiative and strategic awareness to problem solving and decision making. Ability to motivate and lead small teams of specialist staff. Experience of managing projects with service / organisation impact.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more). Lead initiatives to design and deliver improvements and transformation. Manage projects, or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature. Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery. Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.

	<p>Consult with service users / stakeholders / partners to understand issues and challenges and provide recommendations for solutions.</p> <p>Manage relationships with customers, partner organisations and / or suppliers – monitor inbound and outbound service levels: discuss operational issues with partners.</p> <p>Lead professional and point of contact to provide technical specialist solutions.</p> <p>Apply good judgement, sensitivity and diplomacy required in all dealings with others.</p> <p>Be a representative on behalf of the Service area / Council internally and / or externally.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service. Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Drive and delivery complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Develop, implement, maintain and manage complex systems, policies, procedures and / or standards within specialist area whose outcomes can affect council wide approaches / business.</p> <p>Review the functionality of these in response to either internal or external drivers. Recommend and implement changes as required to meet organisational needs.</p> <p>Research, manage and evaluate complex information / data / feedback.</p> <p>Identify and interpret organisational issues, trends and problems which may have a broad impact both within the organisation and for partner organisations.</p> <p>Identify and recommend solutions where service delivery / business / performance risk has been identified. Lead initiatives to design and deliver improvements and transformation.</p> <p>Monitor and report on service standards as required.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Commissioning Lead	
Role profile family:	Organisational Support	
Role profile number and grade:	OS13-2720	Grade M
Number of posts:	5 FTE	
Service/Team:	Families and Children Commissioning, Adults Commissioning.	
Reports to:	Commissioning Service Manager (Adults) Head of Children's Commissioning (Children's)	

Job Family overview

Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance.
- Advice and services rendered will generally be accepted as authoritative and recommended practice.
- Specialist area and/or management knowledge.
- Understanding area concepts and plans.
- Defining implications of external influences and trends.
- Shaping of Council responses including service plans/strategies & policies.
- Definition & management of strategic planning processes.
- Monitoring and reporting of performance.

Service / function Context

The overall responsibilities of the service are:

- to develop a strategic approach for commissioning accommodation and community-based support for children and adults, that reflects the needs of Wiltshire's communities;
- to oversee the governance arrangements for the services within children's and adults' social care – this will include providing support for the director of commissioning;
- to commission services with a view to a 'whole life pathway', supporting residents of Wiltshire throughout their lives as required in a joined up and consistent way;
- to provide a strategic framework for safeguarding vulnerable adults;
- to work with Wiltshire CCG on an integrated commissioning and provider service, including the development of joint commissioning arrangements;
- to work with partners, including third and private sector to deliver the business plan of the Council.

Job Purpose

Commissioning Leads will lead and develop joint commissioning arrangements within an agreed portfolio of services across health and social care including contracting with the private, independent and voluntary sector for the benefit of service users and carers.

Specific duties and responsibilities include:

- Be the lead professional on complex and large-scale commissioning programmes to support the delivery of business priorities, providing expert advice and guidance, ensuring a holistic approach is taken to deliver the desired outcomes. This will involve going through the full commissioning cycle overseeing the planning, analysis, development, implementation and monitoring of relevant programmes of work, ensuring they are delivered in accordance with the required outcomes, performance targets, and measurable savings which will include the effective management of risk.
- Day-to-day management of resources required to deliver the programme. This may involve matrix managing a project team, including colleagues from within the service/business area as well as from external groups or organisations.
- Responsibility for delivering good performance and providing a high-quality service and meeting Key Performance Indicators (KPIs) set by the senior leadership team.
- Responsible for having clear oversight of your programmes/projects in order to provide the senior leadership team with regular insight and updates.
- Coach, mentor and give direction to Commissioning Officers, Brokerage Officers and apprentices contributing towards their professional development e.g., through disseminating good practice, lessons learned reviews and reviewing approaches to programme management.
- Working with services and partners to resolve complex issues, using specialist knowledge and analysis make recommendations and implement changes to deliver specialist solutions which enhance the quality and efficiency of the experience for service and customers.
- Under the direction of the service manager, support the setting of quality standards. Lead on the monitoring and compliance of contracts to ensure the successful delivery of the service.
- As a technical expert, lead on the evaluation of tenders, ensuring providers can meet the organisations criteria and provides the best value for money.
- Consider the future needs of the service and provide recommendations to the service manager, maintaining an awareness of emerging developments across commissioning, understanding impacts on current and future plans.
- Developing strong working relationships with other relevant services including Operational teams and Legal services alongside relevant stakeholders to ensure the programme is strategically aligned, well-designed, and delivered to expectations to ensure the need of customers in Wiltshire are met.
- To develop and maintain productive and positive relationships with providers and engage with the market regularly.
- Develop and maintain strong professional knowledge and understanding of relevant legislation to support the implementation of National Policy guidance and associated commissioning guidance, to make appropriate decisions within the project or programme being led.

- Work in partnership with other agencies to share the learning and good practice and maximise opportunities for collaborative commissioning. Using knowledge and experience to decision making in the development of integrated and whole system pathways being developed.
- Support the Service Managers to identify the connections between programmes ensuring a holistic approach is taken to Commissioning.
- Use creative problem solving to identify solutions to risks and issues raised. This may include responding to service critical issues and providing proactive resolution e.g. provider failure or capacity issues which will impact on service delivery directly and therefore the reputation of the council.
- To research and manage information to provide reports to senior managers for example new funding proposals, or cabinet papers.
- Promote the effective involvement of service users and their carers and non-statutory organisations in the planning, development and evaluation of services, to contribute to the public involvement agenda of the council and other partner organisations.
- Support the delivery of the commissioning strategy to support Wiltshire Council (and Wiltshire Clinical Commissioning Group where relevant) achieve their strategic and overarching objectives.
- Ensure that all commissioning activity is carried out in accordance with legislation, national guidelines, Wiltshire Clinical Commissioning Group and Wiltshire Council's policy and procedures and is applied using the principles of good practice including ethics and probity and take account of safeguarding policy and standards.
- Maintain a strong understanding of safeguarding, recognising safeguarding concerns and escalating these to service manager.

Specific requirements for this post:

- A minimum of 50% of working time in the office.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Degree in relevant profession or extensive experience in commissioning or procurement across social care and health.
- Professional qualification in a related field or the ability to demonstrate the knowledge and skills required for the role.
- Expert knowledge of the relevant social care policy (adult social care if working within adults or children's social care if working within children's), relevant legislation, national guidelines, Wiltshire Clinical Commissioning Group and Wiltshire Council's policy and procedures.
- Significant experience of leading complex commissioning programmes and portfolios (experience

in adults is required if working within adult commissioning and experience of children's required if working with children's commissioning), with a proven track record in delivering improved outcomes, savings and effective management of risk.

- Good understanding in the emerging developments within Commissioning and wider influences.
- Ability to demonstrate a strategic understanding of the commissioning cycle.
- Excellent organisational and prioritisation skills with ability to balance a number of complex competing priorities and set deadlines.
- Proven ability to manage complex relationships and competing priorities in a political environment.
- Significant experience of translating national policies and strategies into local actions / activities.
- Able to maintain a high level of self-motivation, with the capacity to reflect upon and review own effectiveness and engage in a process of continuing professional development.
- Excellent understanding of regional connections and significant experience of partnership working.
- Excellent ICT skills including use of Microsoft applications and specialist systems.
- Excellent report writing skills, including the ability to simplify and explain complex data (both qualitative and quantitative).
- Excellent analytical skills and able to use intelligence effectively, with ability to engage in and access relevant research and to interpret and apply it to support commissioning activity.
- Ability to produce business focused, user friendly reports, policy and project documents where appropriate.
- Excellent communication, negotiation, consultation and influencing skills tailored to meet the needs of a wide range of audiences and stakeholders. This will include engaging with providers, service users, carers and public in the development of plans and service specifications; through focused service user forums, questionnaires, or attendance at established service user groups.

Desirable

- Ability to demonstrate a good understanding of the technical infrastructure and platforms that support technology.
- Qualification in Programme and / or Change Management.
- Member of professional body, e.g. Chartered Institute of Purchasing and Supply.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>