

## ROLE PROFILE

|                   |                               |                            |                  |                |
|-------------------|-------------------------------|----------------------------|------------------|----------------|
| <b>Job family</b> | <b>Organisational Support</b> | <b>Role profile number</b> | <b>OS08-2724</b> | <b>Grade H</b> |
|-------------------|-------------------------------|----------------------------|------------------|----------------|

**Job purpose:** Provide advice on a range of service specific initiatives (projects/workstreams/service improvements/service review etc) to enable the successful delivery of services

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

| <b>Factor</b>                           | <b>Relevant Job Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 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.<br>Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Indicative qualifications               | HNC or NVQ level 4 in relevant profession, or equivalent experience/skills.<br>May be part qualified of a higher level relevant professional qualification<br>ITQ 2 or equivalent ICT skills and abilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Knowledge and Skills                    | High level of relevant and practical experience acquired on the job.<br>An advanced understanding of relevant procedures and working practices.<br>Advanced knowledge of specialist function relevant to service area.<br>Excellent ICT skills including use of Microsoft applications and specialist systems<br>Experience in showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.<br>Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making.<br>Good organisational skills and the ability to prioritise workloads and achieve deadlines.<br>Budget monitoring/ financial processing at an appropriate level for the role.<br>Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. |
| Creativity and Innovation               | Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues.<br>Research and analysis of information to highlight and prioritise issues for further investigation, recommending solutions.<br>Work on own initiative to manage own activities and contribute to longer term activities / plans.<br>Research and resolve problems, provide advice and guidance on processes and procedures.<br>Participate in the research and development of systems, policies, procedures and / or standards within specialist area.<br>Devise, create, maintain and manipulate data management systems.<br>Analyse standard data and provide reports to customers, team members and managers with recommendations.<br>Carry out research for projects from a range of sources as directed by the line manager or other team members.                                                              |
| Contacts and Relationships              | Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established.<br>Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area.<br>Deal with people at all levels confidently, sensitively and diplomatically.<br>Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.<br>Liaise, communicate and build relationships with customers and other council contacts.<br>Liaise with and/or advise senior members of staff regarding service issues, problems and processes.                                                                                                                                                                                                                                |
| Decisions – Discretion & Consequences   | Decisions are made based on a range of established practices.<br>The consequences of the decisions will have a material effect on the service.<br>Work is carried out following the framework of accessible guidelines and processes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| Resources                   | Little or no responsibility for physical or financial resources.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Work Demands                | Work subject to interruptions and at times may be competing demands of work priorities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Work Environment            | Office based but may involve some travelling to other council buildings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Our Identity                | <p><a href="#">Our Identity</a> 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 <a href="#">Our Identity</a> 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 <a href="#">the whistleblowing policy</a> .                                                                                                                                                                                                                                                                                                                                                       |
| 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

|                                       |                          |         |
|---------------------------------------|--------------------------|---------|
| <b>Role description:</b>              | Brokerage Officer        |         |
| <b>Role profile family:</b>           | Organisational Support   |         |
| <b>Role profile number and grade:</b> | OS08-2724                | Grade H |
| <b>Number of posts:</b>               | 29                       |         |
| <b>Service/Team:</b>                  | Brokerage, Commissioning |         |
| <b>Reports to:</b>                    | Brokerage Team Leader    |         |

### 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:

- Responsible for the sourcing options for individuals based on assessed eligible needs, this will include packages of care and placements for vulnerable adults and children.
- To work as part of the wider commissioning directorate and works closely with strategic commissioning so that market knowledge and sourcing data is used effectively to inform strategic decisions.
- To work closely with social care operational teams on a daily basis to ensure that the sourcing of care options is efficient, timely, follows robust processes, and is person centred.
- Ensuring effective utilisation of existing contracts and providers to deliver best value to the authority. The team will run mini competitions, operate dynamic purchasing systems and use

block and framework contracts in accordance with council, national and EU procurement regulations in force at the time.

## Job Purpose

The Brokerage Officer is responsible for the efficient and effective sourcing of required services to meet the outcomes for the customer, as identified by social care colleagues in collaboration with the customer themselves. The post delivers best value for the council, working as part of a team and supporting colleagues.

The Brokerage Officer will have a strong understanding of the council's sourcing requirements and play a key role in supporting the delivery for value for money services and maximising the use of the resources. The role will work closely with operational teams, commissioners, other colleagues and providers, making decisions to ensure that the care identified is appropriately sourced, follow agreed processes and meet timescales, and deliver best value for money.

The role requires a degree of innovation, robustness and willingness to challenge in order to ensure that the benefits of effective procurement and a centralised brokerage function are maximised; enabling sound decision making by commissioning officers, leads and senior management.

Work will be time pressured, requiring the brokerage officer to manage their time and prioritise work effectively and be responsive to the changing demands of the role.

Specific duties and responsibilities include:

- Undertake sourcing for goods and / or services, running RFQs, using dynamic purchasing systems and existing frameworks, in accordance with Council, national and EU procurement requirements with limited support or guidance.
- Draw on knowledge and / or experience to consider options and resource creatively in order to ensure best value and customer centred packages of care are successfully sourced.
- Build and maintain effective relationships with commissioners and social care operational teams to ensure that brokerage activity meets their needs and corporate requirements.
- Develop and maintain effective working relationships with service providers and care managers to ensure the service procurement is as swift and seamless as possible, providing information required and aiming to resolve any delays.
- Understand the local market and have a good knowledge of services commissioned under contracts and framework agreements.
- Undertake discussions with providers around negotiations with service providers utilising relevant tools and data in order to raise effective challenges.
- Using knowledge of relevant policies, processes and legislation, interpret requests from other professionals (via email, telephone and face to face contacts), undertake required research and provide outcome focused responses.
- Be responsible for effective use of Liquid Logic and other systems to ensure that service package data is accurately recorded in accordance with agreed processes and ensure that all confidential data is stored securely in line with agreed processes.
- Issue and update paperwork/contracts/systems in an accurate and timely way, using relevant applications (e.g. Excel, Liquid Logic etc.)

- Ensure full awareness of the provider alert list to ensure providers are only contacted as appropriate.
- Develop and maintain an up-to-date knowledge of services available within local communities including provider agencies and universal services and contribute to updating and maintaining a knowledge database for the wider service.
- Prioritise and manage own workload while managing a busy and varied workload from providers, colleagues and other professionals.
- Have a clear understanding of departmental priorities and work as part of the wider team to deliver on Key Performance Indicators to ensure good performance and high-quality service.
- Using systems, data, analysis and local knowledge, predict areas of likely shortfalls in service capacity or resources and support brokerage and commissioning colleagues in developing and delivering plans to meet this shortfall.
- Monitor capacity within contracts (including voids and refusal of packages), updating information on systems to ensure accurate records and business information is available both within brokerage and to wider teams.
- Maintain and analyse data relating to sourcing responsibilities, draft reports and make clear recommendations for improvements and opportunities to generate savings.
- Inform social care and commissioning colleagues about resource availability in a timely and effective manner.
- Inform commissioning of quality assurance concerns, successful outcomes, and best practice to support the quality assurance monitoring of providers.
- Work closely with finance and other colleagues to resolve any financial queries, reviewing records to identify issues, resolving and updating systems.
- Understand the implications of direct payments and individualised budgets and be able to explain these and support customers to use the resources effectively.
- Bring to the attention of their line manager or supervisor as soon as possible if procedures or processes are not being followed that will cause risk to the customer, cost the council additional funding, or put the reputation of the council at risk.
- Support the effective contract management of contracts, providing input into contract management meetings and sharing best practice throughout the council.
- Feed into the development of strategies, policies and processes within the brokerage function and ensure full compliance with these.
- Support on projects and programmes of work as directed by the Brokerage Team Leader which aim to add greater value and efficiency to the service provided internally and externally.

Specific requirements for this post:

- Occasional weekend working is required in this role (approximately two weekends a year)
- A minimum of 50% of working time in the office

## Person Specification

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

### Essential

- Educated to NVQ level 4 in a relevant profession or equivalent experience of working in a relevant field (e.g., brokerage, procurement, buying, social care provision, customer focused environment)
- Experience of working within a high-pressure environment with a requirement to prioritise and co-ordinate workloads, and work on own initiative.
- Experience of working in an environment with a requirement to apply policies and processes to decision making and maintain data in line with requirements.
- ITQ 2 or equivalent ICT skills and abilities including use of Microsoft applications and specialist systems to record and analyse data.
- Ability to learn, understand and apply new approaches and techniques and deal with conflicting priorities.
- Excellent team-working skills with proven ability of working effectively in teams and developing partnerships.
- Ability to understand key data and information to use to inform negotiations and commercial awareness to understand impact of negotiations.
- Ability to challenge constructively and in a collaborative and respectful way to ensure successful outcomes.
- Proven communication skills and ability to build effective relationships with colleagues, partners and/or providers, tailoring the information to the audience.
- Ability to manage challenging interactions calmly and collaboratively.
- Evidence of strong numeracy skills, with the ability to collate data, undertake analysis, identify issues, provide insights, and offer potential solutions.
- Ability to absorb and understand large volumes of information, distil this information and present clear challenge and advice to colleagues.
- A good understanding of the principles of data quality, data protection and information sharing and how to apply them.
- Understanding of the role brokerage plays in the wider commissioning strategy and how their role fits in.
- Ability to identify opportunities within own area of work to develop the service.
- A 'can do' attitude to work, with a continuous improvement attitude and a desire to improve public services.

### Desirable

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## Career graded posts

This post does not form part of a career grade.

## Supporting information

| Driving classification                                                                                                                                                                                                                                                                                                         |                                     |
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| <b>Occasional driver</b><br>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 checked="" type="checkbox"/> |
| <b>Regular Driver</b><br>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 type="checkbox"/>            |
| <b>Required Driver</b><br>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.<br><br>Employees should refer to the Corporate Driving at Work policy for further information.                                                                   | <input type="checkbox"/>            |

| Driving trigger points                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                     |                                                                 |                                                                 |
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| 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.<br><br>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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                     |
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| 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 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)                                                                                                                                                 |                                     |
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| 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 <b>Enhanced</b> 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 <b>Standard</b> DBS check                                                                                  | <input type="checkbox"/>            |
| The role requires a <b>Basic</b> 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)                                                                                                                                                                                                                                                                         |                          |
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| 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 <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret'). | <input type="checkbox"/> |



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| 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 <b>level 3</b> *(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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                     |
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| 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"/> |