

ROLE PROFILE

Job family	Manager	Role profile number	MA13-2721	Grade M
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Job purpose: To manage a team responsible for delivering a service.

Grade M posts focus on the full management of a team of staff and are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

Factor	Relevant Job Information
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
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 IT systems. Level 4 in management or equivalent experience such as the Wiltshire Leadership Programme Level 2
Knowledge and Skills	Experience of managing, motivating and developing a diverse team of staff Experience of managing staffing budgets Significant relevant professional experience post qualification in a similar work environment. 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 Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners.
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. 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. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Lead research and development of systems, policies, procedures and / or standards within specialist area Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.

Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation 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.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, partner organisations and suppliers. Will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</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.</p> <p>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>Lead initiatives to design and deliver improvements.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</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	To be responsible for managing services in line with the council's health, safety and welfare policies.
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 Team Manager	
Role profile family:	Manager	
Role profile number and grade:	MA13-2721	Grade M
Number of posts:	4 FTE	
Number of staff managed:	7-10 FTE	
Service/Team:	Commissioning	
Reports to:	Commissioning Service Manager (Adults) Head of Childrens Commissioning (Childrens)	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day-to-day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work.

This includes, but is not limited to the following:

- The team is competent, effective and motivated.
- Work is effectively delegated and delivered to the required standards.
- Appraisals are undertaken for all staff within the team.
- Effective team meetings and one to one meetings take place regularly.
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales.

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

The Commissioning Team Manager manages a team of Commissioning Officers, Business Analysts and Apprentices, working closely with the Commissioning Leads, and Brokerage service to ensure effective management of programmes of work.

Specific duties and responsibilities include:

- Full accountability for the day-to-day management of the Commissioning team's performance, work demands and resource allocation, ensuring excellence in customer service and delivery of a high-performance culture.
- Work with the wider Commissioning directorate to enable and support relevant programmes of work, ensuring they are delivered in accordance with the required outcomes.
- Set working standards and practices and lead on initiatives to design and deliver improvements across the Commissioning service.
- Provide sufficient training and development to the team, to support the development of their professional knowledge and competence, and develop plans to improve performance where appropriate.
- Be the lead professional on complex 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, resource allocation, 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.
- Responsibility for the performance of the commissioning team, ensuring that it provides a high-quality service and meets Key Performance Indicators (KPIs) set by the senior leadership team.
- 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 with the setting of quality standards. Lead on the monitoring and compliance of contracts to ensure the successful delivery of the service.
- Work closely with Commissioning Leads to understand the future needs of the service, identifying connections between programmes and provide recommendations to the Service Manager on changes and improvements that could be made.
- 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 and an awareness of emerging developments across commissioning to support decision making and effective service delivery.
- 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 make in the development of integrated and whole system pathways being developed.
- 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.
- 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, ICB 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.
- Responsible for ensuring the Commissioning Team, maintains a strong understanding of safeguarding, recognising safeguarding concerns and escalating these to the 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.

- Qualification or accreditation in leadership and management e.g. CMI Level 5 or equivalent or equivalent experience and the willingness to undertake a qualification.
- 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.
- Experience of leading and developing staff to maintain a high-performance culture.
- Experience of managing staffing budgets.
- 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.
- Authority and credibility to build relationships and engage successfully with colleagues, customers and partners.
- 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
<p>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.</p> <p>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.</p>			

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

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This role does not have any professional or occupational membership requirements

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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.

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This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an **Enhanced** DBS check before appointment can be confirmed.

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This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a **Standard** DBS check

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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.

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This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.

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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

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This role is not subject to a BPSS check

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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').

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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 **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).

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This role is not subject to a NPPV check

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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"/>