

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Commissioning Officer – Quality Assurance	<b>Grade:</b> PO2-PO4
<b>Section:</b> Commissioning and Quality Standards	<b>Directorate:</b> Adult Social Services
<b>Responsible to following manager:</b> Senior Quality Assurance & Contracts Monitoring Manager or Deputy Quality Assurance & Contracts Monitoring Manager	<b>Responsible for following staff:</b> Nil
<b>Post Number/s:</b>	<b>Last review date:</b> September 2023

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

The Commissioning Officer - Quality Assurance will undertake quality contract monitoring of day to day service provision and assist in raising standards of care provision across both boroughs through the application of the department's Quality and Risk Framework and by providing practical support and best practice guidance to both providers and commissioning colleagues. The post holder will work closely with commissioners agreeing areas for review and improvement. The post will apply and capture service user and carer feedback, maintain frequent contact with specific providers, and collate information and intelligence to inform safeguarding, contract management, commissioning and procurement activity.

#### Specific Duties and Responsibilities

- To schedule and coordinate quality assurance and contract compliance review meetings with service providers in accordance with agreed protocols and timetables, ensuring that commissioning and operational managers / representatives are appropriately involved and informed
- Through contract monitoring and quality assurance processes identify and document any areas of underperformance and work with service managers and commissioners, as appropriate, to address these and improve quality of service provision. To prepare briefings and reports on performance concerns based on sound analysis of qualitative and quantitative information
- To produce monitoring reports in line with agreed methodology and feed in information for collation within the team to provide robust data and intelligence about services that informs safeguarding, contract management, commissioning and procurement activity
- To advise and support senior posts within the team and other managers on relevant matters affecting the service
- To manage day to day relationships with providers and work as required in ways that develop and maintain effective working relations and collaborative arrangements with internal and external stakeholders
- To ensure service user and carer feedback is captured and used to drive quality improvements for service users
- To identify models of good practice and to support dissemination of these across agencies, attending relevant Provider Forums, and contribute to the development of best practice standards with an emphasis on user experience and outcomes
- Attendance at and contribution to key meetings and forums as relevant / useful to your role
- Keep thorough and accurate records, and provide support at meetings through preparing agendas, taking effective minutes, recording actions and liaising with various stakeholders as required
- To optimise available information technology to meet the requirements of the role
- To work on projects and programmes applying project management principles as required

#### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety

- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the councils
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post

### **Additional Information**

This post holds no line management responsibilities.

This role is a linked grade and has detailed progression criteria attached to it. Progression through the linked grade bands is dependent upon the individual consistently and continuously demonstrating each of the listed activities over a sustained time-period. In summary these activities will include;

#### **At PO2**

- Day to day monitoring of providers
- Collating information and acting on concerns
- Contributing to report-writing, meetings and projects

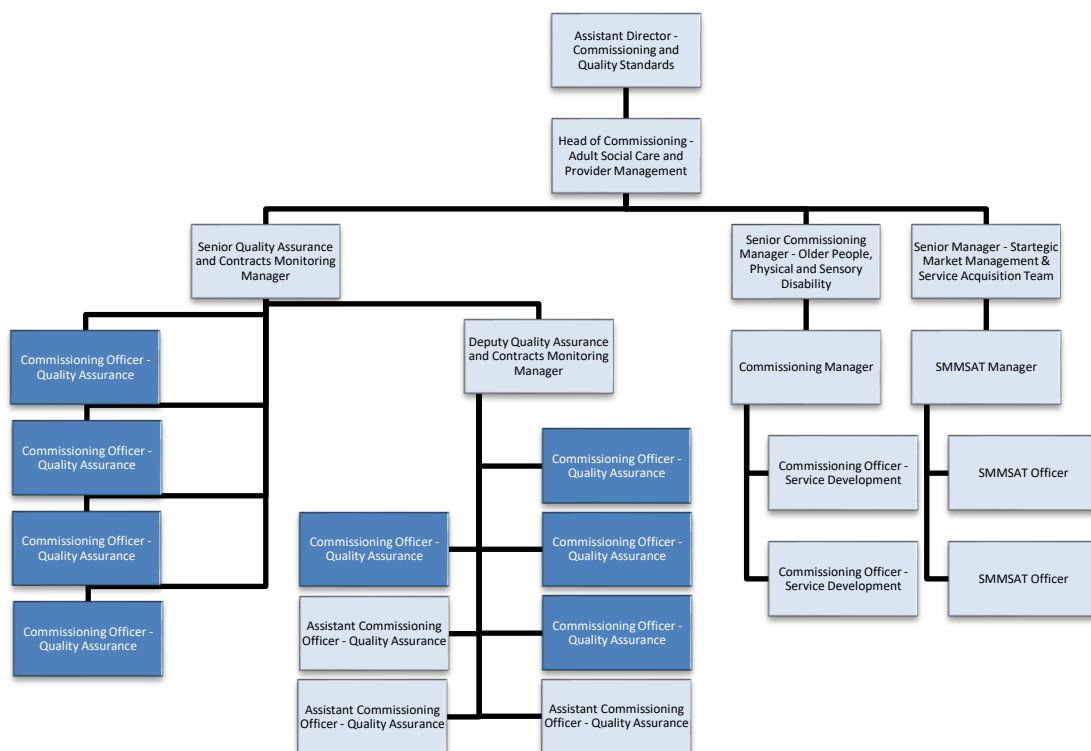
#### **At PO3**

- Monitoring a broad portfolio of providers
- Collating and analysing information, acting on all concerns
- Providing key support to report-writing, meetings and projects

#### **At PO4**

- Monitoring a broad portfolio of complex providers
- Collating and analysing information, independently acting on all concerns
- Leading report-writing, meetings and projects
- Coaching junior officers and deputising for managers

## Current Team Structure



## Person Specification

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Broad knowledge of contract monitoring and quality assurance techniques and processes including risk management	X		A/I
Broad knowledge of the roles of the NHS, local authority and voluntary sector	X		A/I
Broad understanding of national policy and developments in relation to adult social care	X		A/I
Broad understanding of project/programme management techniques and tools	X		A/I
Broad knowledge of Public Health covering substance	X		A/I

misuse services and sexual health service delivery models			
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Experience of contract management and quality assurance work, preferably within Adult Social Care or Public Health	X		A/I
Experience of provider relationship management and of working with providers to achieve improvements in service delivery	X		A/I
Experience of writing well-structured and high-quality reports	X		A/I
Experience of project management	X		A/I
Experience of using standard IT packages	X		A/T
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to organise and prioritise own workload, work under pressure and meet deadlines	X		A/I
Excellent interpersonal skills including the ability to communicate effectively at all levels including with partner organisations, councillors and service users	X		A/I
Creative thinker with the ability to analyse, think innovatively and solve problems	X		A/I/T
Good IT skills and ability to make effective use of IT	X		A/T
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Educated to degree standard or equivalent by recent and relevant work experience	X		A/C

#### Client Group Based experience

- Direct working experience in services such as supporting people with a learning disability, older people, people with mental health needs
- Direct working experience of substance misuse services
- Direct working experience of sexual health services
- **A – Application form**
- **I – Interview**
- **T – Test**
- **C - Certificate**