**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Commissioning Officer – Service Development | **Grade**: PO2 - PO4 |
| **Section:** Commissioning and Quality Standards | **Directorate:** Adult Social Services |
| **Responsible to following manager:**Commissioning Manager | **Responsible for following staff:**Nil |
| **Post Number/s:**RWA2048 | **Last review date:** September 2024 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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**

This role will operate in the Commissioning for Public Health and Wellbeing sub-division of the Adult Social Care and Public Health department. It will support the commissioning of services that are aligned to the strategic direction of both Councils and that keep people as independent as possible in their own homes and communities. As part of this, it will support the development of a range of services for unpaid carers, older people and/or other adults at risk of poor/deteriorating wellbeing, and contribute as required to the needs analysis, commissioning, market testing, and review of services. The Public Health and Wellbeing teamwork in close partnership with the local voluntary and community sector and NHS Integrated Care Board, so this role is also a key support for maintaining and developing positive sector-wide relationships.

**Specific Duties and Responsibilities**

* To contribute to the commissioning of services to meet the social care needs of the local population
* To collate information and intelligence and act as a source of advice on specific areas, as agreed with the Commissioning Manager
* To work closely with strategic health and social care planning, quality assurance and contract monitoring, business intelligence and operational colleagues to develop plans for service improvement and development in specific areas, as agreed with the Commissioning Manager
* To contribute to liaison and joint working with providers and potential providers of services to support market development in response to identified local need
* To contribute to the engagement, consultation and co-production with service users, carers and providers to inform commissioning intentions
* To contribute to the development of service specifications and implementation of procurement processes, including leading on these tasks in relation to specific contracts as agreed with the Commissioning Manager
* To contribute to the reviewing of commissioned services to be agreed with the Commissioning Manager, including writing reports on service performance
* To work on projects and programs applying project management principles as required
* To 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

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* 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 Richmond and Wandsworth 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 roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

This post holds no line management responsibilities.

This role is a linked grade, with a base grade of PO2 and opportunity to progress to PO4. with detailed progression criteria attached. 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. Officers are expected to proactively seek opportunities to progress their development. Progression is not automatic.

It is suggested that staff develop their own portfolio of supporting evidence and regularly review this within their supervision and appraisal. Agreement to progression would be recommended by the person’s line manager, agreed with the Assistant Director and confirmed by the Director.

Progression Criteria for PO3

* To demonstrate effective engagement with providers, taking leadership of situations where issues are identified.
* To undertake day to day monitoring of a portfolio of providers to an agreed schedule.
* To demonstrate how actions have been effective in making a positive and sustained difference to quality and service user experience.
* To demonstrate application of knowledge effectively to contribute to future recommissioning activity.
* To undertake basic analysis of data and how this informs decision making of future commissioning intentions and to demonstrate good practice and innovative models of commissioning and service delivery.
* To identify, investigate, evaluate, and advise on new legislation and national policy directives and recognition and understanding of key themes, quality concerns, and poor performance indicators when reviewing data and addressing concerns directly with providers and commissioners.
* To use analytical tools to inform effective commissioning and contribution to benchmarking activities.
* To take effective minutes, record actions, and produce presentations and lead in their delivery.
* To take a lead supportive role when working on joint projects across and within the wider directorate and be able to work in partnership (and wider directorate) positively to achieve better collaborative outcomes, efficiently and effectively.
* To deliver proposals for improvements to quality assurance and contract monitoring procedures and practices and how these have been taken up or applied.
* To proactively contribute to improved record keeping practices, this will involve accurate record keeping and having an awareness of and adherence to data requirements (e.g., GDPR).
* To demonstrate effective use of IT as an infrastructure and enabling records to be consistently available to others, especially those relating to previous decisions that are relevant going forward.
* To consistently write well-structured and effective reports, for different audiences and how they have been used.
* To lead on additional tasks and projects as identified by a Project Manager and to have the basic application of Project Management Principles such as PRINCE2 in a consistent way.
* To demonstrate personal responsibility for increasing skills and knowledge in areas relevant to your work and ability to provide examples of professional development undertaken and how this is embedded in working practice.
* To develop areas of subject matter expertise relevant to an area of work in which you are engaged and its benefit to the service.

Progression Criteria for PO4

* To manage a broad portfolio of complex providers and to independently utilise specialist knowledge on specific areas.
* To lead on report writing, meetings and projects.
* To provide coaching to officers with less experience and to deputise where needed for the management team.
* To proactively identify concerns, issues or areas of good practice with providers through quality assurance, commissioning or policy focused roles and the impact this has had and to independently investigate and respond to complaints and/or concerns raised about providers.
* To coordinate quality assurance and contract compliance review meetings with both internal and external service providers and demonstrate initiative with the work undertaken.
* To assess the contractual compliance of service providers and applying contractual requirement mechanisms to ensure compliance going forward - learning from day-to-day commissioning and/or contract management in informing future commissioning changes and intentions.
* To lead on identifying supporting information to guide future commissioning intentions.
* To effectively use data to interpret trends and underlying information and performance in order to build an evidence base to support arguments for improvements and action.
* To produce and give effective presentations and arrange events that enhance your work program.
* To chair meetings effectively with demonstrable outcomes.
* To consistently contribute to working with providers effectively (e.g. to produce Provider Improvement Plans or develop specifications) at a more senior level.
* To lead on joint projects across and within the wider directorate and to demonstrate working positively within partnerships to achieve better collaborative outcomes, efficiency and effectiveness.
* To take responsibility for identifying areas of weakness, and develop improvement plans and monitor actions – with the ability to effectively influence with internal partners, external partners, service users and carers.
* To consistently undertake thorough and accurate record keeping that provides an evidence base and historical record of your work for the future and to proactively contribute to divisional efforts to improve record keeping practices.
* To demonstrate and evidence support for less experienced staff in this area and to effectively use IT as an infrastructure tool for record keeping.
* To demonstrate consistently written well-structured and effective reports and to demonstrate your ability to write articulate and effective reports for different audiences including Senior Management Team, Directors Board, Commissioning Board and Committees.
* To lead on and fully understand the application of the principles of good governance.
* To effectively lead on projects or larger parts of a wider program that your work impacts and to effectively utilise practical dimensions of project management including writing Project Initiation Documents, highlight reports or other key informative documents.
* To project manage on given projects and what outcomes and benefits they have produced
* To take personal responsibility for increasing skills and knowledge in relevant areas of work.
* To be able to demonstrate contribution of expertise to work of the division and wider directorate.

**Team structure**

**Person Specification**

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| --- | --- |
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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | **Assessed by****A&I/T/C** (see below for explanation) | **Essential**  | **Desirable** |
| **Knowledge**  |  |  |
| Broad knowledge of the roles of the NHS, local authority and voluntary sector | A/I | x |  |
| Broad understanding of national policy and developments in relation to adult social care | A/I | x |  |
| Broad understanding of project/program management techniques and tools | A/I | x |  |
| **Experience**  |  |  |
| Experience of health or social care commissioning and procurement | A |  | x |
| Demonstrable experience and/or expertise in a specialism for which the role is allocated (unpaid carers, older people and/or other adults at risk of poor/deteriorating wellbeing) | A/I |  | x |
| Experience of partnership working and collaboration, in particular with the voluntary and community sector | A |  | x |
| Experience of writing well-structured and high-quality reports  | A/I | x |  |
| Experience of project management | A/I |  | x |
| Experience of using standard IT packages  | A/T | x |  |
| Some experience of managing budgets | A/I |  | x |
| **Skills**  |  |  |
| Ability to organise and prioritise own workload, work under pressure and meet deadlines | A/I | x |  |
| Excellent interpersonal skills including the ability to communicate effectively at all levels including with partner organisations, Councillors and service users | A/I | x |  |
| Creative thinker with the ability to analyse, think innovatively and solve problems | A/I/T | x |  |
| Good IT skills and ability to make effective use of IT | A/T | x |  |
| **Qualifications**  |  |  |
| Educated to degree standard or equivalent by recent and relevant work experience | A/C | x |  |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**