**Job Profile**

**comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Senior Manager  (Strategic Market Management and Service Acquisition) | **Grade**:  MG1 |
| **Section:**  Commissioning and Quality Standards Division | **Department:**  Adult Social Care and Public Health |
| **Responsible to following manager:**  Head of Commissioning (Adult Social Care and Provider Management) | **Responsible for the following staff:**  2 x Deputy Strategic Market Management and Service Acquisition Managers  2 x Service Acquisition Specialists  Team of Service Acquisition officers |
| **Post Number/s:**  **RWA1407.** | **Last review date:**  October 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. This provides an exciting opportunity to work with a diverse range of communities across the two boroughs and a range of work that will enhance your professional opportunities and experience.

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 Strategic Market Management and Service Acquisition Team is an integral function to the delivery of Adult Social Care. Working within a micro-commissioning framework the team engages with the social care market across Richmond and Wandsworth as well as with the social care market outside of both boroughs. A key function of the team is to commission directly with the social care marketplace, utilising prevailing contracts, and prescribed frameworks to provide the right care, at the right time and at the right cost.

The team is positioned within the Commissioning and Quality Standards Division working alongside strategic commissioners, with the role of the Senior Manager instrumental to the transformational change that places market management, market shaping and internal and external relationships at the heart of the operability of the service. The team provides a valuable contribution to the strategic and service commissioning function due to their direct relationship with the social care marketplace.

The role is not borough specific but has leadership for a given service area across the SSA footprint, which means you will hold the strategic oversight and leadership responsibility of the micro-commissioning framework as well as developing and managing market information, market data (including soft and hard intelligence) and analysis. This will enable the Senior Manager to maintain strategic oversight of the social care market across both borough as well as keeping senior management, strategic / service commissioners, and social work colleagues fully abreast of how the social care market is delivering and performing. The team will play a key role by feeding into commissioning plans and future service delivery.

You will also be supportive of the senior management team in the development of service requirements to meet health and social care integration requirements.

The role of the Senior Manager (Strategic Market Management and Service Acquisition) is to manage an effective service across the SSA by:

* Ensuring timely and effective micro-commissioning of care and support services to meet assessed eligible needs in line with an individual’s care and support plan.
* Being responsible for the delivery of micro-commissioning of placements and attaining best value for money.
* Ensuring effective systems are in place to manage the social care market in relation to capacity, reliability, cost, by either utilising I.T System(s) that are available or developing clear processes and guidance tools.
* Ensuring robust processes are in place and used by all team members to illustrate market management information, soft and hard data intelligence about the market that can support or complement established I.T system(s).
* Holding contract management responsibility for the e-brokerage system and provider performance information.
* Having a good understanding of processes that enable councils to fully optimise it contractual frameworks, and ensure the team follows the correct processes and guidance.
* Ensuring effective negotiations with providers to ensure value for money for each service, especially for long-term placements outside of normal contractual arrangements.
* Ensuring effective processes are in place to undertake provider due diligence.
* Ensuring robust quality assurance processes are in place to facilitate workflow, allocation and assignment to the team.
* Ensuring positive collaborative working with Finance and Performance Divisions to ensure accurate information is recorded to reflect budget commitments.
* Developing and building a good understanding of the market and working relationships with providers to enable the identification of gaps in provision to inform future commissioning and service development.
* Co-operating with other Senior Commissioning Managers and the Senior Quality Assurance and Contract Monitoring Manager and other senior leads in operational services as appropriate, to share relevant information about the performance of services and support colleagues and teams on improvement measures.
* Establishing, leading, and maintaining good working relationships with all teams across the directorate, the Councils and partners.
* Establishing and maintaining strong relationships with external stakeholders such as other local authorities and NHS brokerage teams.
* Fostering a team culture that is focused on continual improvement and is aligned to the SSA values and behaviours.

**Specific Duties and Responsibilities:**

1. To have detailed knowledge and understanding of the future vision for the service in line with the directorate’s vision and operating model, understanding the critical dependencies and ensuring the work of the team is directed to deliver the vision within agreed timescales.
2. To assess the effectiveness and quality of current micro commissioning processes, identify areas for improvement and develop appropriate strategies and guidance for implementation within the service, within a directorate context.
3. To provide operational and motivational leadership of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.
4. To ensure effective recruitment, supervision, development and support to the team to realise their potential including the team’s compliance with agreed policies and procedures.
5. To ensure operational teams are supported to meet assessed eligible needs through a timely response to all service acquisition / micro-commissioning requests and using a risk-based approach at times of unexpected changes in demand.
6. To lead on the development of relationships with a range of partners and internal and external stakeholders to ensure the service is understood and operates efficiently and effectively alongside other services and functions.
7. To ensure the highest level of quality assurance for all information is recorded and that the information is consistently timely, accurate and complete for the service to engage with the social care market to source the right package of care or placement. This will deliver accurate budget commitment and compliance within statutory requirements.
8. To lead on the development of effective processes for the collection and presentation of social care marketplace information and intelligence on service needs, trends and identify gaps in provision to inform future strategic commissioning priorities.
9. To maintain an awareness of other cross-cutting priorities and maximise opportunities.

**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.

**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:

Learn more about our journey and values by watching this video:

[Launching our new Values - YouTube](https://www.youtube.com/watch?v=SYWvyGfLY6A)

* Think bigger.
* Embrace difference.
* Lead by example.
* Connect better.
* Put people first.

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| --- | --- | --- | --- | --- | --- |
| **Person Specification Requirements** | | | **Essential** | **Desirable** | **Assessed by**  **A**  **&** **I/ T/ C (see below for explanation)** |
|  |  | **Knowledge** | | | |
| Knowledge of the Care Act 2014 and ability to develop the service to ensure the appropriate application of the principles including personalisation and promoting independence. | | | √ |  | I |
| Sound knowledge of the social care provider market including market pressures and an understanding of good quality provision. | | | √ |  | I |
| Knowledge and understanding of the commissioning cycle and commissioning arrangements which inform how the council source care and support. | | | √ |  | I |
| An ability to handle, analyse and interpret complex information accurately and with attention to detail. | | |  | √ | I |
|  |  | **Experience** | | | |
| Demonstrable experience of working in partnership with internal colleagues, external partners and providers to deliver services for adults with a social care need. | | | √ |  | A/I |
| Experience of leading, managing and motivating staff to improve performance through supervision, coaching, learning and development and performance management. | | | √ |  | A/I |
| Experience of leading and managing change and service improvement. | | | √ |  | A/ I |
| Experience of negotiating costs with providers to ensure the council demonstrates value for money. | | | √ |  | A/I |
|  |  | **Skills** | | | |
| Excellent interpersonal skills to effectively form professional relationships with a range of stakeholders and the ability to adapt communication styles to suit the situation and audience. | | | √ |  | A/I |
| Excellent leadership and management skills to deal with complex situations, including where there may be tensions and to be able to influence, persuade, negotiate and inform. | | | √ |  | A /I |
| Well-developed analytical, data analysis, problem solving skills. | | |  | √ | A/I |
| Excellent literacy and ability to write well-structured and high-quality reports. | | | √ |  | I/T |
| A high level of competence in using I.T systems used to commission packages of care and / or placements with the social care market. | | | √ |  | I/T |
| Excellent leadership and staff management skills including influencing,  negotiating and motivating | | | √ |  | I |
|  |  | **Qualifications** | | | |
| Educated to degree level or equivalent by experience. | | |  | √ | A/C |
| Evidence of continuous professional development | | |  | √ | A/C |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**