

Job Profile comprising Job Description and Person Specification

Job Title: Senior Commissioning Manager – Commissioning Programme and Business Intelligence	Grade: MG1
Section: Commissioning and Quality Standards	Directorate: Adult Social Care and Public Health
Responsible to following manager: Assistant Director of Commissioning - Public Health and Wellbeing	Responsible for following staff: <ul style="list-style-type: none"> - 2x Commissioning Officers – Policy and Projects - Information Analyst - Business Support Officer
Post Number/s: RWA2023	Date July 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

In Partnership with key stakeholders, the post holder will have lead responsibility for the development of strategic business intelligence and knowledge management to inform the commissioning, planning and delivery of services with a sustainable local provider market. This will include undertaking market analysis, demand modelling and



forecasting, and developing and using a range of analytical tools to enable the Commissioning and Quality Standards Division of the Adult Social Care and Public Health directorate to fulfil its duties in relation to shaping, managing and sustaining the local social care and preventative services market.

Specific Duties and Responsibilities

- In conjunction with the wider Adult Social Care Commissioning, Quality Standards and Operational teams, as well as other key stakeholders, to lead on the development of business intelligence to inform evidence-based commissioning and market shaping to meet the needs of the local population.
- To provide the high-level strategic analysis and expertise necessary for the development of commissioning plans, strategies and a sustainable local market.
- To be responsible for the production of Adult Social Care’s Market Position Statements, engaging with the market and key partners to understand demand, supply and people’s aspirations, using demand modelling, predictive forecasting and other analytical tools to signal to the market the type of services needed and to guide the Division’s market-shaping activities.
- To collate and analyse intelligence relating to market challenges and vulnerabilities in order to guide the Division’s activity in sustaining the social care and preventative services market, and to prevent or ameliorate market failure.
- To maintain oversight of the contracts register and work closely with senior officers in the review and monitoring of Divisional initiatives and projects including developing frameworks, processes and templates, to ensure operation to all required standards.
- To work closely with commissioners, ensuring they are supported across a range of functions including the provision of timely business intelligence and analysis to enable effective commissioning, service integration and redesign.
- To guide and support commissioners in adoption of standard processes across all parts of the commissioning cycle.
- To work in synergy with data and intelligence colleagues across Adult Social Care and Public Health, ensuring streamlined data provision across the Directorate.
- To liaise with Public Health, other Directorates and external bodies on the provision of information on local health needs, demand and supply, including leading the Division’s input into the Joint Strategic Needs Assessment.
- To lead on change programmes and projects and provide a ‘horizon scanning’ function of new policy, guidance and evidence relating to the commissioning of social care and preventative services, providing high-level advice on strategic implications of new legislation and national policy directives that relate to the health and social care agenda and commissioning.



- To maintain oversight of developments in technology and AI, to identify where this can benefit processes and present proposals for trials and/or full implementation to senior management.
- To provide effective management of staff including recruitment, training, development and appropriate application of policies and codes of practice on staffing matters.
- 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.
- To proactively assist and, as required, carry out performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function, and innovative and creative solutions are evaluated to secure the highest quality and value for money services.
- To proactively support with data collation to ensure timely submission for CQC assessment.
- To promote ways of working that ensure residents and stakeholders are actively engaged in the future of the function and are able to influence decision making
- To develop good working relations and collaborative arrangements with relevant third-party organisations including the ICB, private, voluntary and other public organisations, to forge effective partnership working with the aim of instilling a common sense of purpose and a shared commitment to the agreed strategic aims, and to maintain an awareness of other cross cutting priorities to reduce duplication and maximise opportunities.
- To support the Assistant Director of Commissioning for Public Health and Wellbeing in representing Richmond & Wandsworth Better Service Partnership and to act as deputy where required.
- To assist as required with the management of budgets, including ensuring that all necessary processes and procedures are carried out in a timely and effective way.

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 Better Service Partnership’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.



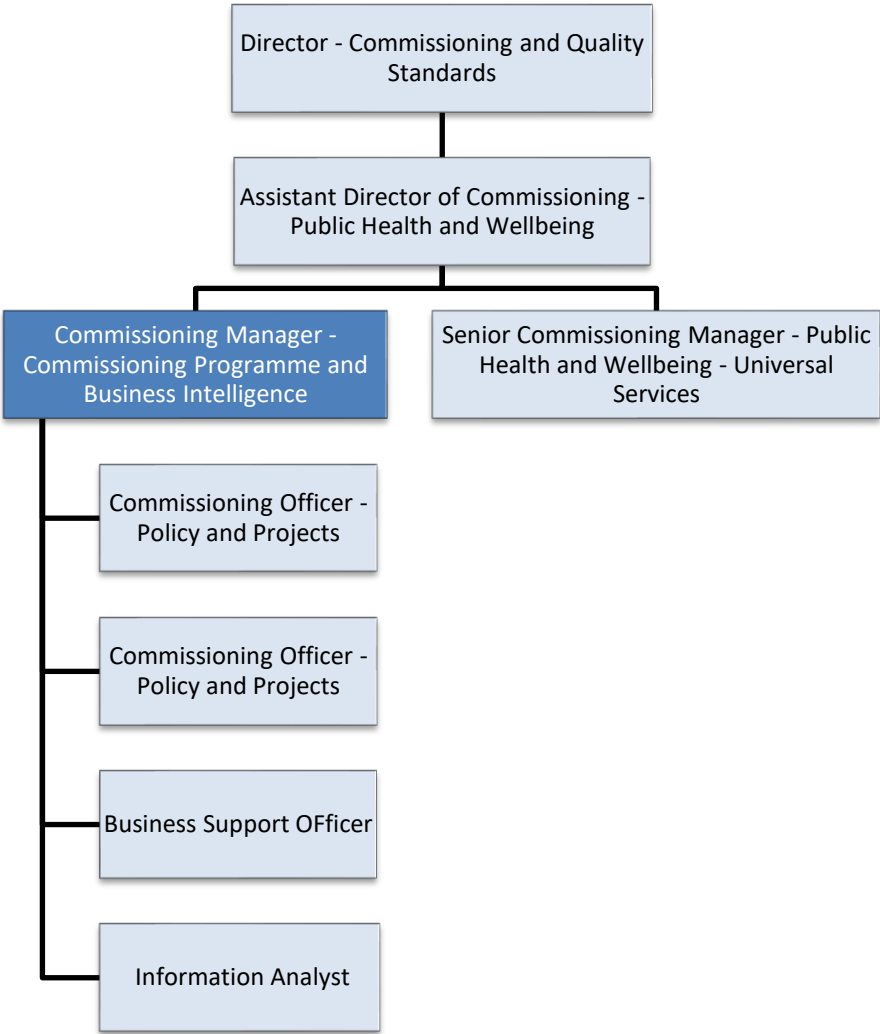
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the Council.
- This 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

To manage the following staff:

- 2x Commissioning Officer - Policy and Projects
- Business Support Officer
- Information Analyst

Current Team Structure





Person Specification

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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](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
In depth knowledge of business intelligence and the systems required to support effective commissioning of services	x		A/I
Sound knowledge of commissioning functions and the local authority role in developing and delivering services for adults with social care needs	x		A/I



Sound knowledge of social care markets	x		A/I
Sound knowledge of developments in technology, including AI, that could benefit effective commissioning of services	x		A/I
Excellent knowledge of social care and health policy and legislation	x		A/I
An excellent understanding of the analysis of business intelligence data sources and the use of analytical tools and techniques	x		A/I
Knowledge of project/programme management techniques and tools	x		A/I
Experience	Essential	Desirable	Assessed
Experience of providing strategic advice at a senior level within an Adult Social Care and/or Public Health environment	x		A/I
Experience of project management	x		A/I
Demonstrable experience of working in partnership with stakeholders to bring about change to improve the wellbeing of local communities	x		A/I
Experience of managing and motivating staff effectively	x		A/I
Experience of managing budgets effectively	x		A
Skills	Essential	Desirable	Assessed
Excellent interpersonal skills including the ability to communicate effectively at all levels including with partner organisations, councillors and service users	x		A/I
Excellent literacy and the ability to prepare clear and concise written reports (e.g. strategies, business cases, service reviews, specifications)	x		I/T
High level analytical, data analysis and problem-solving skills	x		I/T
Excellent competence in using standard IT packages including word processing and data analysis packages	x		I/T
High level understanding and skills in using web-based business intelligence applications such as Power BI	x		I/T
Excellent leadership and staff management skills including influencing, negotiating and motivating	x		I
Qualifications	Essential	Desirable	Assessed
Educated to degree standard or equivalent by work experience	x		A/C
Evidence of continuous professional development		x	A/C

A – Application form / CV

I – Interview
T – Test
C - Certificate

