

## Role Profile

<b>Service:</b>	<b>Family Services – Commissioning and Business Improvement</b>
<b>Location:</b>	<b>NLBP until April 2020</b> <b>Colindale Office - 2 Bristol Avenue, Colindale, London, NW9 4EW</b>
<b>Job Title:</b>	<b>R68 - Senior Commissioner</b>
<b>Grade:</b>	<b>K - 3-year Fixed Term contract</b>
<b>Post No.:</b>	<b>508881</b>
<b>Reports to:</b>	<b>Head of Strategy, Insight and Commissioning</b>

### 1. Purpose of Job:

- Provide the operational lead for all aspects of the commissioning cycle across Family Services, working closely with partners (including via pooled budget arrangements) and engaging service users in the design of services
- Manage and devise specifications for commissioned services, lead on the appropriate procurement of services in line with relevant statutory frameworks and legislation, ensure appropriate performance metrics are applied to contracts, regularly tracked and reported on, and that timely and appropriate action is taken with providers to address underperformance
- Develop, implement and maintain robust commissioning, procurement and contract monitoring policies, procedures and frameworks in line with corporate practices. Provide technical expertise and be involved in training staff when required
- Deputise where required on behalf of your reporting Manager.

### 2. Key accountabilities/duties/responsibilities:

- Make strategic recommendations to ensure that commissioned services fully meet service priorities and highlight to senior management any gaps and opportunities in commissioned services. Scan horizons and use discretion to identify and brief Senior Management and Directors on priorities
- Take responsibility for the end-to-end commissioning of services in line with financial plans, working closely with service managers and specialising in particular areas of work as required to include lead responsibility for commissioning strategies that may bridge several policy areas
- Work closely with managers and specialist placement teams to ensure a consistent approach is taken across Family Services to meeting the needs of

- children and young people and ensuring value for money, underpinned by robust policies, procedures and frameworks. Develop new policies as required.
- Play a central role in the development and ownership of relationships with strategic alliances, maximising opportunities to improve outcomes and reduce costs as appropriate
  - Work closely and collaboratively with CSG, legal services and managers to ensure that both current and future needs of Family Services and service users are met to a consistently high standard.
  - Lead on the Family Services forward commissioning plan, contracts register and other key documents, ensuring they are well maintained to provide reliable management information
  - Manage complex, conflicting priorities and tight deadlines across a varied workload for different areas to ensure the continuity of key services. Maintain a high degree of flexibility and take decisions on the prioritisation of work.
  - Work closely with service managers and the Service Commissioning and Business Improvement team to ensure insight informs commissioning decisions to enhance and maximise the efficiency and effectiveness of the service
  - Manage projects which evaluate needs and current services and costs, and use the findings to inform commissioning strategies, plans and funding arrangements
  - Lead on consultation with the full range of stakeholders, ensuring the voice of children and young people is heard, and ensure feedback informs commissioning decisions and specification development
  - Fully engage service managers in commissioning, including contract monitoring, especially in relation to ensuring that quality standards and service users' needs are met
  - Prepare and present briefings and reports, including recommendations. Take commissioning decisions that will impact on strategy and service delivery
  - Devise specifications for commissioned services, including performance metrics that support service quality and value for money such as payment by results
  - Lead on procurement activity and negotiations with providers, working closely with service leads and external procurement
  - Manage relationships with providers and work with service areas to carry out market development work
  - Be the key contact for ensuring appropriate performance metrics are applied to contracts, regularly tracked and reported on, and that timely and appropriate action is taken with providers to address underperformance
  - Ensure that there are effective contracts and/or agreements in place with providers, which promote high standards of service and protect the Council's interests
  - Ensure the proper financial management and performance of contracts, service level agreements and grants
  - Develop and maintain a good understanding of the service's business needs and keep up-to-date with industry best practice to ensure that commissioning activities are relevant, add value to the business, and comply with the corporate priorities, statutory frameworks and legislation
  - Evaluate developments in commissioning policies and practices in other councils and make proposals on how they might be applied within Barnet to

improve service delivery. Identify opportunities to achieve value for money and lead on the implementation of these.

- To act as a lead point of contact with the externalised procurement team and legal services in all matters relating to the contracts for commissioned services Working with the externalised procurement team to organise tendering processes, assessing providers for admission to Preferred Provider lists, and awarding of contracts.
- Work closely with Commissioning Teams, Adult Services and across the Children's Service to ensure business activities are appropriately joined up and support appropriate joint commissioning, build and maintain an extensive network of key contacts.
- Provide professional support and act as a source of expertise to the Commissioning Officers and other members of the Team

**3. Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

**4. Flexibility**

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the post, at the appropriate grade.

**5. The Council's Commitment to Equality** To deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

## PERSON SPECIFICATION

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<b>Knowledge, training and experience</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Recognised relevant qualifications in Commissioning/procurement and/or equivalent experience and training in a related field.</li> <li><input type="checkbox"/> Prince 2 trained or equivalent project management framework training/experience desirable</li> <li><input type="checkbox"/> Educated to degree level or equivalent (preferably in a relevant discipline)</li> <li><input type="checkbox"/> Ability to lead on complex policy, strategy development and commissioning projects with a track record of delivery to time and to budget.</li> <li><input type="checkbox"/> Expert and extensive knowledge, experience and understanding of delivering high quality and cost-effective Children's Services through successful and complex commissioning activities</li> <li><input type="checkbox"/> Evidence of effective management and delivery in a complex environment including, managing change, financial management, performance management, people management and project management.</li> <li><input type="checkbox"/> Successful experience and/or knowledge of working within a local authority, or in an equivalent Children's Service organisation/environment.</li> <li><input type="checkbox"/> Financial awareness with a proven ability to effectively manage commissioning budgets</li> <li><input type="checkbox"/> Promote and safeguard the welfare of children, ensuring this principle, culture and practice is embedded across the team and in all business processes and communications, in compliance with national and local procedures and protocols.</li> <li><input type="checkbox"/> Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and Family Services and the Council's data management protocols.</li> <li><input type="checkbox"/> Competent and confident in the use of standard Microsoft Office products such as Word, Excel, Powerpoint.</li> </ul>

## Skills

### **Planning, organising and controlling skills**

- Able to formulate and implement strategic and operational plans
- Able to formulate and implement effective and relevant policies and procedures to deliver service objectives
- Track record of supporting transformational change in a complex environment.
- Provide clear, visible and motivational leadership to support a high-performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Ability to manage a complex workload and meet tight timescales

### **Communication and influencing skills**

- Evidence of ability to prepare and deliver presentations of potentially complex issues in an effective and clear style.
- Proven ability to develop and maintain effective professional working relationships and networks with stakeholders and use these relationships to improve the effectiveness of the service
- Ability to advise, persuade and influence stakeholders in a professional and effective manner.
- Excellent written and verbal communication skills. Ability to communicate accurately and appropriately with members of the public, senior management and elected Councillors.
- Proven ability to ensure a high standard of customer care is embedded within the Team
- Political awareness and proven ability to handle the Councillor/Officer interface effectively and professionally in a way that establishes confidence, credibility and trust.
- Ability to work effectively with senior managers, staff, schools, external partners and to establish confidence, trust and credibility. Ability to build and nurture good working relationships with colleagues and other stakeholders.
- Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently
- Ability to provide accurate guidance, information and advice to customers

### **Initiative and Innovation skills**

- Record of delivering successful and innovative solutions to business challenges
  - Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.
  - Proven record of achievement in delivering service improvement, logical and effective decision making, high quality, accurate and timely work
  - Capable of reviewing and evaluating results against quality standards, sharing this learning with others and taking decisive action to ensure that plans are delivered
- Demonstrates a dynamic and achievement orientated culture.
  - Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal.
  - Actively contributes to the creation of an open, and interdependent culture