

Job Profile

Job Title: Commissioning Broker

Grade: 4-6 Progression

Date created: 10th August 2021

Grade 4 JE ID: ID 14557, Grade 5 JE ID: 2152 Grade 6 JE ID: Pos_14864

updated May 2025

About the Job The post holder will be a member of the Integrated Brokerage Team providing the individual commissioning function for 'people' commissioning hubs. Brokerage is a seven day a week service, operating from Monday to Sunday, staff will be expected to work weekends on a rotational basis.

Under supervision, they will work to provide an effective and efficient personalised care brokerage. This means liaising with providers, practitioners and those requiring care and support, their families, or representatives. It also requires sourcing and securing high quality placements/homecare and care packages as well as aiding peoples discharge from hospital. The Commissioning Broker will be flexibly deployed around any part of the Brokerage function as and when required, contributing to strategic commissioning conversations, reporting on provider performance, and escalating concerns where necessary.

This is what we need you to do at All Grades...

- Undertake administration and research necessary for effective job performance and maintain timely, accurate and effective records.
- To ensure that all work is in support of the Department's stated objectives and core business and refer to the Team Manager or designated person, any commissioning which commits the Department to expenditure.
- To communicate effectively within the Team and engage with all appropriate stakeholders working with system partners across organisational boundaries to enhance job performance.
- To assist with statutory procedures within relevant service area
- To be responsible for the accurate input and monitoring of records and data onto relevant systems
- Creation and maintenance of filing and recording systems, including statistics and monitoring as appropriate
- To support a systematic approach to the archiving and appropriate disposal of information
- To respond and deal with queries via telephone, email and in person providing a high standard of customer care
- The post holder is required to maintain the high level of confidentiality in relation to commercially sensitive information as well as service users/carers and families and ensure sufficient security of such information in carrying out the duties of the post.
- Undertaking those duties which support the achievement of the County Council's Equal Opportunities objectives. The duties described above must be carried out in a manner which promotes equality of opportunity, dignity and due respect for service users, and fellow employees of the Council.

- To support other Support Staff with routine enquiries and generally support the work of the Team.
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of the post

This is what we need you to do at Grade 4...

- To support the delivery of a comprehensive administration and support function to the service area to meet the needs of internal and external customers.
- To provide administrative assistance to the department to support the contribution in meeting the business needs of the service area.
- Manage information on the service areas systems and databases.
- Under guidance and appropriate supervision, to undertake individual commissioning of placements and packages of care
- To provide support with financial matters including electronic procurement of packages and accurate recording of purchases for budget monitoring purposes.

This is what we need you to do at Grade 5...

- Take responsibility and ownership for a controlled caseload which will require maintaining daily contact with individuals, families, social workers, hospital staff and others involved in the wider health social care sector. Be the first point of contact for arranging packages of care for people to help keep them independent or to help them access a care home such as making sure they have the relevant medication and follow up information before they are discharged.
- Provide residents with appropriate advice and information on sources of help and support in the community, private sector and social care network utilising the services of the Customer Service Desk, advice and information systems and various agencies both contracted.
- Liaise with Social Work Professionals, Health Services and statutory and voluntary agencies in producing appropriate support services to meet the needs of those with assessed care and support needs.

This is what you need to do at Grade 6...

- Provide advice to other professionals, organisations, User Led Organisation's and agencies within the context of own level of expertise and knowledge of job role to share best practice and a standardised approach.
- Support with more complex and higher risk negotiations for complex placements and packages of care.
- To ensure that all work is in support of the Department's stated objectives and core business and refer to the Team Manager or designated person, any commissioning which commits the Department to expenditure not previously authorised.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Working in a team environment
- Working in an office environment
- Customer focussed internally and externally
- Working with Microsoft packages, including Excel, Word, Outlook, MS Teams

Knowledge, Skills and Understanding

- Excellent telephone skills and telephone manner
- Ability to use the internet in an efficient manner in finding information and undertaking research
- Ability to maintain confidentiality

Grade 5 & 6

- Ability to assess, plan, evaluate and arrange Services for individuals to meet their needs
- Able to manage and plan own work programme and ensure all relevant documentation has been completed at each stage of the process
- To have excellent problem-solving skills and be solution focused
- The ability to prioritise workload and work under pressure.
- Excellent negotiating and interpersonal skills
- To carry out extensive research to find most suitable options
- Ability to develop and disseminate specialist knowledge
- Good decision-making skills
- Good oral/written & numeracy skills
- The ability to use various IT packages
- Ability to carry out risk assessments
- Commitment to quality customer service and drive for continuous service improvement.

Education & Qualifications

- Good levels of literacy and numeracy evidenced by GCSEs Grade A – C or 9-6 / NVQ Level 3 or equivalent qualifications or experience

Additional Experience at Grade 5

- Experience of managing work independently
- Experience in a customer service/administrative role.

Additional Experience at Grade 6

- Positive attitude to problem solving and innovation and flexible, and adaptable approach to challenges
- Experience within Adult Social Care

Behavioural attributes

Essential

- Self-motivated
- Person centred
- Proactive team worker
- Flexible and adaptable–reaction to challenge and change
- Pragmatic & resilient
- Ability to communicate confidently, clearly, and courteously with clients and colleagues in person and by telephone/email
- Be confident in challenging the current services provided, and the perceptions of staff and people who need support
- Positive approach to change/movement around team
- Solution focused to meet outcomes based on need
- Have financial acumen to achieve suitable solutions within a present budget
- Commitment to equal opportunities
- Demonstrates Gloucestershire Employee Values and Behaviours.

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:

<http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>

