

# Job Profile

## Senior Broker / Senior Commissioning Support Officer

Grade: 7/8 Career Stream

Date created: 10<sup>th</sup> August 2021 Reviewed May 2025

Grade 7 JE ID: Pos\_15211

Grade 8 JE ID: Pos\_15565

### About the Job

To deliver a comprehensive support function to the service area ensuring that efficient, effective and consistent administrative standards and procedures are implemented and maintained across the service. Develop and maintain processes and ensure adherence to these processes within the team. Provide supervision and training to team members and take responsibility for their work and performance. To build relationships and work with colleagues across the organisation to ensure consistency across the service areas and organisations.



Brokerage is a seven day a week service, operating from Monday to Sunday, staff will be expected to work weekends on a rotational basis

#### This is what we need you to do at Grade 7

- Ensure there are clear plans to manage workloads and resources across Brokers or Commissioning Support Officers.
- Ensure that work undertaken is delivered to the required standard by ensuring reporting mechanisms are developed and maintained by the team.
- Develop and maintain office systems to ensure the effective and smooth running of the office and to take personal responsibility for maintaining and seeking potential opportunities for improving standards.
- In conjunction with your peers ensure that the service area has appropriate policies and processes in place. Take responsibility for developing these and ensuring compliance.
- Support Managers with the creation of business continuity arrangements for your service area and ensure that these are in place for your team.
- Be accountable for the recruitment, appraisals, performance and sickness management in your team.
- Ensure that your team understands and are adherent to processes and policies compliant with Governance, legislative and organisational requirements relating to service user information.
- Ensure all compliance issues such as Freedom of Information requests are dealt with in line with organisational policies.

- Ensure that the team are supported as required to provide an excellent point of contact for all those contacting the service area via any medium.

- Ensure the team support and enable the payment of invoices by maintaining and inputting information and chasing payments as required and ensure policies and processes are in place to support them.

#### The additional duties we need you to do at Grade 8

- Ensure that information/data is produced at a high quality standard and is managed by the team to ensure that it meets corporate standards and is also fit for purpose.
- Provide support to the locality teams as required including coaching and support to ensure that other roles that interface with the team understand the requirements to ensure efficiency by promoting a 'right first time' culture.
- Support resolution of complaints or difficulties relating to your service area, ensuring that staff are able to resolve them appropriately in line with organisational policies.
- Lead and undertake more complex and higher risk negotiations for complex placements and packages of care.
- Manage FNC and CHC referrals on the system

#### Special Conditions

- Some positions may be subject to an enhanced DBS disclosure.



### **The ideal candidate will have...**

#### **Experience**

- Knowledge of relevant legislation and policy context appropriate to this post.
- Significant experience of managing administrative functions and office systems.
- Experience of line management, delegation, supervision and performance assessment.
- Managing work independently.
- Customer focused business planning and delivery.
- Ability to support and led on the improvement of business processes.
- Experience of working in a busy office environment.
- Experience of undertaking complex administrative tasks, progress chasing and working to tight deadlines.
- Experience of undertaking Project Management.
- Experience of working in a complex statutory organisation.

#### **Additional Experience at Grade 8**

- Extensive experience of working in an individual commissioning environment as a commissioner or provider including experience of assisting with commissioning, negotiation and procurement activity for high risk and complex.

#### **Knowledge, Skills and Understanding**

- Excellent IT skills, especially in Microsoft Packages e.g. Word, Excel and Powerpoint, report writing and auditing work.
- Familiarity with appropriate systems e.g. Liquid Logic, ContrOCC, SAP.
- Excellent communication skills, both written and verbal at all levels.
- Effective time management.
- Excellent negotiating and influencing skills.
- Ability to understand budget and performance information and provide advice for the action required. Produce, analyse and act on performance information.
- Ability to impart sensitive news to staff. For example, regarding organisational change/redeployment issues.
- Active continuing professional development (CPD) in a relevant area of work.
- Knowledge of administration functions, processes and procedures

#### **Behavioural attributes**

- Demonstrates Gloucestershire Leader/Employee Behaviours.
- Maintains a professional and approachable manner; to deliver valued customer service
- Strong customer focus with a commitment to ensuring the provision of high quality services, both internally and externally
- Able to use initiative and be proactive
- Ability to respond quickly to changing priorities and manage on workload as well as workload of others
- Results orientated with a proven track record of success
- Excellent interpersonal skills and ability to work as part of a team and sets high standards by example
- Positive attitude to problem solving and innovation and flexible, and adaptable approach to challenges
- Excellent organisational skills with ability to respond to tight deadlines and handle priorities
- Positive and open working style
- Attention to detail
- Strong sense of objectivity and diplomacy
- Committed to continual self-development and a willingness to participate in training.

#### **Education & Qualifications**

##### **Essential at Grade 7**

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

##### **Additional Essential Education & Qualifications at Grade 8**

- Diploma or NVQ level 3 in Business Administration or appropriate equivalent qualification or experience
- Relevant professional, procurement or commissioning qualification



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>

**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.

