

Job Profile

Commissioning Officer

JE ID – grade 8: pos_14863, grade 9: pos_14865

Grade: 8/9 Career Stream

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About the Job Working within a commissioning team to support in the commissioning cycle to achieve the expected and desired outcomes for adult social care through effective commissioning activities. At grade 9 you will also be expected to lead and undertake more complex and higher risk projects and lead on lower risk commissioning work.

This is what we need you to do at Grade 8 ...

- Work under the direction of senior managers to commission services and implement programmes of work to achieve agreed adult social care outcomes based on local needs, evidence of what works and good practice.
- Support senior colleagues across the Directorate to ensure quality, customer and data informed and value for money decisions are made about commissioning and decommissioning of services.
- Provide advice, data, evidence and research across the Directorate which support commissioning decisions including analysis of market development trends.
- Support customer engagement or coproduction processes to help inform commissioning decisions.
- Undertake contract monitoring directly with providers on lower risk and lower value contracts, facilitating positive contractual relationships and helping to manage disagreement and changes within legislative and operational frameworks and ensuring the contract is meeting the intended outcomes.
- Within the quality function to conduct quality visits and preparing detailed reports in line with QA frameworks and templates and support providers to develop action plans addressing performance issues and recommending improvements
- Participate in contractual escalation and performance improvement planning for providers using appropriate escalation and collection methods where necessary including leading multi-disciplinary meetings where required.
- Provide support for procurement and commissioning exercises ensuring compliance with the Procurement Act, any legislative updates and GCC processes.
- Supporting with oversight of contracts where required, including understanding service specifications, contract management processes and quality assurance frameworks.
- Work alongside others to develop contract management processes and quality assurance frameworks to enable effective strategic oversight of delivery and informing future delivery.
- Keep up to date with relevant policy, best practice and legislative changes within adult social care.
- Draft and compile specifications which meet agreed outcomes and are consistent with commissioning/procurement guidance and legislation.
- Lead and undertake project work using project planning methods.

- Support on governance processes including cabinet, cabinet officer sign-off and internal governance processes for low risk and low value contracts.
- Ensure effective communication plans and market engagement with stakeholders and partners are in place and support the development of communication and information resources.
- Adopt a risk management approach, closely monitor risk, providing succinct and relevant written and verbal updates including anticipated impact and risk assessment escalating where necessary.
- Assess the impact, equality impact assessment and risks associated with different courses of action and make recommendations.
- Undertake analysis of finance and performance data to support the savings plan and provision of value for money and return on investment information and analysis.

The additional duties we need you to do at Grade 9 ...

- Lead and undertake more complex and higher risk project work using project planning methods.
- Leading on high level quality concerns, including leading multidisciplinary meetings and overseeing contractual escalation and performance improvement planning for high risk providers using appropriate escalation and collection methods where necessary
- Lead on lower risk commissioning exercises.
- Lead on governance processes including cabinet, cabinet officer sign-off and internal governance processes for lower risk and lower value contracts Ensuring council governance processes are adhered to and completing all associated documents as required. This includes completing full business cases, and required documentation to support data, risk and Equality Impact Assessment oversight.
- Set project priorities balancing need with the evidence base and the economic case for investment or change.
- Provide support for more complex and higher risk procurement and commissioning exercises.
- Lead contract monitoring directly with providers on higher risk and higher value contracts (with oversight from Senior Managers); facilitating positive contractual relationships and managing disagreement and changes within legislative and operational frameworks.
- Assessing current and future activities, services and interventions using qualitative and quantitative data, stakeholder feedback and performance information to ensure efficient and effective use of resources in meeting priority outcomes.
- Work with Senior Managers to ensure that commissioning programmes of work are delivered against and ensure data collection is in line with requirement to enable strategic planning and delivery.
- Leading on data collecting activities including but not limited to creating surveys, running focus groups, collating contract monitoring data and information and working with colleagues in contract management and quality and performance.
- Keep up-to-date with relevant policy, best practice and legislative changes to allocated outcome areas and recommend solutions and changes to services to meet the new requirements.

Special Conditions

- The role may require occasional travel or evening working to meet with partners or attend relevant events.

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 commissioning environment as commissioner or provider or experience of working within the Health and Social Care market
- Practical experience of assisting with commissioning and procurement activity.
- Building and maintaining productive relationships, including those with stakeholders and multi-agency partners.
- Proven experience of interpreting and presenting data and research and customer views in light of legislative and policy requirements.
- Development of communication and engagement plans.
- Involvement and support to a range of projects including planning and reporting, including working on sensitive projects.
- Working in areas where policy and legislation are subject to change.
- Analysing and producing written and verbal summaries of available evidence.

Additional Experience at Grade 9

- Extensive experience of working in a commissioning environment as a commissioner or provider including experience of assisting with commissioning and procurement activity for high risk and complex projects.
- Ability to compile detailed specifications which reflect evidenced need and customer feedback/preference to commission service.

- Good written and verbal communication skills including report writing, using effective language to convey convincing ideas and arguments and the ability to simplify technical and complex information.
- Commercial skills, including business modelling, programme management, procurement, negotiation and contract management
- Benchmarking skills.
- Knowledge and understanding of Gloucestershire's multi agency safeguarding vulnerable adults' policies and their application in a commissioning context.

Behavioural attributes

- Commitment to GCC Values and behaviours.
- Commitment to GCC equality, diversity, inclusion and co production policies and ethos.
- Able to work effectively with people at all levels within, and external to, the council, and able to build effective relationships and have challenging conversations.
- Committed to continuous improvement.
- Customer focussed and able to communicate appropriately with customers and members of the public.
- Flexible, creative and self-motivated.
- Organised and able to meet deadlines.
- Politically aware.
- Ability to work on own initiative.
- Ability to work effectively as part of a team.
- Flexible with a "can do" attitude to work.

- A range of commercial skills, including business modelling, programme management, procurement, negotiation and contract management.

Knowledge, Skills and Understanding

- Working within and between multi agency partners and providers.
- Proven project support skills and experience of working to tight, pressurised deadlines.
- Ability to communicate effectively with a wide range of stakeholders including individuals with lived experience.
- Ability to compile detailed specifications which reflect evidenced need and customer feedback/preference to commission service.
- Knowledge of procurement and commissioning legislation, policy and processes.
- Knowledge of Local Authority duties under the Care Act
- Understanding of how the public sector works.
- Ability to add value through expert knowledge and understanding of a given outcome/portfolio area.
- An understanding of Gloucestershire's equality, diversity and inclusion policies and processes and multi-agency safeguarding vulnerable adults and children's policies.
- Good ICT skills, to include experience of using Microsoft Office applications including Excel, and the ability to learn and embrace new systems and technology.

Education & Qualifications

Essential at Grade 8

- Good levels of literacy and numeracy, NVQ Level 3 or equivalent qualifications or equivalent experience or professional health and social care qualifications of a similar level.

Additional Essential Education & Qualifications at Grade 9

- Good levels of literacy and numeracy, NVQ Level 4 or equivalent qualifications or equivalent experience or professional health and social care qualifications of the same level..
- Relevant professional, procurement or commissioning or project management qualification.
- Graduate level qualification or equivalent professional experience.