

JOB FAMILIES ~ Technical

Job title: **Commissioning & Contracts Officer**

Level descriptor – JM2

Role purpose:

Required to have significant post qualification work experience to develop and use systems for contracting, including market analysis and quality assurance, to support areas of People and Communities social care for vulnerable people through purchasing or commissioning services from the independent sector.

Typical activities

Undertake procurement processes and monitor the resulting contracts or service level agreements to ensure compliance with the specifications and statutory responsibilities.

Advice on specifications to be included in contracts and SLAs to maintain standards in accordance with legislation and agreed local protocols.

Instigate the appropriate follow up action in cases where performance falls below the specified standard to achieve best value for money and dispute resolution.

Propose and help implement service improvements within an integrated service plan to improve the outcomes for service users, schools and the council, ensuring compliance with legislation and local conventions.

Undertake a designated specialist role within the team and be a lead specialist in at least one of the professional areas, such as mental health, SEND or children's placements.

Provide support and advice to identified stakeholders as detailed within the service work programme and address identified needs to comply with quality assurance professional standards.

Responding to provider/market failure and ensuring that services are kept safe and all risks identified and minimised where appropriate action is required.

Promote and embed the core principles of service standards within the contracts to help deliver agreed strategies in support of council priorities such as public health, children's and adult social care etc.

Provide information and data to inform decisions and report on performance.

Knowledge, skills & experience

Qualified to at least NQF level 6 (degree) in a care/health or business related subject relevant to the area of work with vulnerable people or equivalent work experience to give an in-depth level of knowledge necessary to work in complex contract or commissioning situations.

Practical experience of working within a contracts or commissioning area, responsible for the processes associated with specifications, tendering, letting and management of contracts.

A comprehensive knowledge of legislation and professional codes of practice for the service area contracts and the obligations of the local authority for social care and public health.

Ability to engage stakeholders and negotiate to secure value for money for the council.

Ability to collect and collate evidence and present findings as the acknowledged subject expert.

Ability to manage/organise own work and that of colleagues to meet agreed deadlines

Understanding of financial constraints and monitoring budgets

Understanding and recognition of professional boundaries

<p>Undertake supervision of others and support their professional development including mentoring and support of designated staff, enhancing and developing competencies, disseminating research and best practice findings to improve the performance of the team</p> <p>Communicate effectively with regional partners, colleagues and other stakeholders, both verbally and in writing through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p>	
<p>Performance measures</p>	<p>Competencies</p>
<p>Quantifiable objectives ~ e.g. number of contracts held at any one time, impact evaluation of service delivery, quality of records or cases, etc Feedback from businesses, colleagues and regional agencies Key Performance Indicators (where available) Line manager assessment</p> <p>360 feedback from staff and colleagues Performance of the team</p>	<p><u>Team Working</u> ~ Assists team members through mentoring and longer term assistance, encourages and empowers others, role model for others <u>Service user/ outcome focused</u> ~ sets challenging goals for self and others and identifies opportunities and barriers and deals with them to achieve service delivery <u>Problem solving & judgment</u> ~ facilitates others to solve problems, breaks down complex issues into manageable parts and thinks through the implications of decisions <u>Planning & Organising</u> ~ Prioritises and organising work for self and others, makes plans to meet the longer term requirements of the service <u>Business Awareness</u> ~ Understands the contribution the role makes to the service and organisation as a whole, thinks outside own area to appreciate the aims of other services. <u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.</p>