

Role Profile

Service:	Family Services - Early Intervention and Prevention – Service Commissioning and Business Improvement
Location:	NLBP
Job Title:	R68 - Senior Commissioner
Grade:	K
Post No.:	
Reports to:	Strategy, Insight and Commissioning Manager

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 for the Strategy, Insight and Commissioning Manager where required, to include an aspect of staff management.

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 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 the Commissioning Group, 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 contract monitoring officers

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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Knowledge, training and experience
<ul style="list-style-type: none"> • Recognised relevant qualifications in Commissioning/procurement and/or equivalent experience and training in a related field. • Prince 2 trained or equivalent project management framework training/experience desirable • Educated to degree level or equivalent (preferably in a relevant discipline) • Ability to lead on complex policy, strategy development and commissioning projects with a track record of delivery to time and to budget. • Expert and extensive knowledge, experience and understanding of delivering high quality and cost effective Children's Services through successful and complex commissioning activities • Evidence of effective management and delivery in a complex environment including, managing change, financial management, performance management, people management and project management. • Successful experience and/or knowledge of working within a local authority, or in an equivalent Children's Service organisation/environment. • Financial awareness with a proven ability to effectively manage commissioning budgets • 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. • 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. • Competent and confident in the use of standard Microsoft Office products such as Word, Excel, Powerpoint.
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

Supplementary Information Form

Post Title	R68 - Senior Commissioner
Service Area	Family Services - Early Intervention and Prevention – Service Commissioning and Business Improvement
Job Ref Number	For office use
Budget management accountability	<ul style="list-style-type: none"> • Manage Commissioning budgets where delegated. Effectively manage income and expenditure to ensure the delivery of value for money and cost efficiency in compliance with the council's financial framework and protocols. • Apply the principles of sound financial practice necessary to operate within defined budget limits. Promote a culture of value for money and sound financial practice within the team and its partners.
Staff management accountability	<ul style="list-style-type: none"> • No direct line management, but deputise for the Strategy, Insight and Commissioning Manager where required, which may involve direct staff supervision. Also provide professional support and act as a source of expertise to the contract monitoring officers. • Provide clear, visible, motivational team management to create a high performance culture that drives continuous improvement and efficiency savings capable of delivering Service priorities.
Physical effort	none
Working environment	Office based working environment

Role Profile Checklist

- 1 The role profile contains a **job purpose** statement that clearly and concisely describes the overall purpose of the job. This should be a short statement, usually 2 or 3 sentences at the most. ☐
- 2 The role profile contains a number of **accountability or responsibility** statements that describe the role in more detail. ☐
- 3 The role profile contains a **person specification** that clearly details the knowledge, skills and experience required by somebody to carry out the job. ☐
- 4 The role profile contains the level and type of qualification (or equivalent experience) required to carry out the job ☐
- 5 The SIF contains specific information concerning accountability for managing or monitoring budgets and/or the management or supervision of other people. ☐
- 6 The SIF contains specific information concerning the physical effort and/or working conditions experienced in the role. (over and above 'normal' office environment) ☐

DECLARATIONS

This role profile and supplementary information form provides a fair reflection of the responsibilities, duties and demands of the role and the knowledge, skills and competencies required to carry it out.

Line manager to tick the appropriate boxes below:

- 1 Consulted with individual jobholder if applicable (do not tick if the job covers more than one jobholder) ☐
- 2 Consulted with group/sample of jobholders if applicable (do not tick if the job covers just one jobholder) ☐
- 3 Trades union involved in the update process if applicable (please tick if a trade union representative has been involved in the update process. For example, if the individual is a union member and requested their rep be involved or where there are larger groups of employees) ☐

Line Manager	Head of Service
Print	Print
Sign	Sign
Date	Date