**Role Profile**

**HayA**

**Job Title Partnerships and Commissioning Service Manager**

**Post Number CAH1476**

**Reports to Service Director, Commissioning, Housing and Partnership**

**Department: People Department**

**Division: Commissioning, Housing and Partnership**

**Section / Team Partnerships and Commissioning**

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| **Role Profile**  |

Management of the delivery of a group of similar and related activities that form a function or specialism within a Service Area, delivering against objectives and ensure that agreed service outcomes are met. Service provision requires awareness of other directorates/services and team collaboration within their related discipline.

Roles deliver impact through either delivering service outcomes through the management of other managers or by being a strategic lead, critical to strategy and service outcomes and able to influence, shape and challenge management levels to maximize long term service performance. Roles will therefore need to co-ordinate and integrate a number of teams, delivering services which are similar in nature within the department and will be expected to plan and set operational priorities and manage relationships within the department. Typically, they will have freedom to initiate and implement change.

Roles typically report to a Service Director.

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| **Core Accountabilities** |

* Develop, communicate and have overall control of specific tactical and operational plans and activities to ensure the required service standards and high-quality performance are delivered and Council strategic objectives are met.
* Co-ordinate and integrate activities within teams, setting operational priorities based on the agreed overarching strategy, to ensure the ongoing provision of appropriate, high-quality services that fully meet the needs of residents. Provide tactical advice to service providers to ensure the effective management of commissioned services and that activities are delivered to the required standard.
* Monitor and review progress against plans and targets and be accountable for the achievement of agreed outcomes.
* Review and prioritise the use of available financial, physical and human resources to guarantee they are put to best use in delivering medium-term objectives. The role manages or monitors service budgets to ensure value for money is maximised.
* Develop and manage operational and working relationships with a range of internal and external stakeholders and partners in order to influence others in the delivery of the service, resolve complex issues, and promote the best interests of the Council and its residents.
* Prepare and present operational reports and information in order to provide advice and recommendations on specific, complex issues relevant to the managed area and enable senior management/Elected Members to make informed decisions that are compliant with Council activity.
* Recommend and implement tactical and operational standards to assure the achievement of internal reporting requirements and continuous improvement for the managed area in line legislation and best practice.
* Analyse areas where measures are to be put in place to manage risks and ensure that the service is compliant with all relevant legislation and statutory requirements. Support the planning and implementation of required business or service change across the Council within the managed area, to respond to medium to long term risks.
* Implement and co-ordinate large, complex projects, managing multi-disciplinary teams, to ensure delivery standards and enable continuous improvements in the service area in line with legislation and best practice.
* Responsible and accountable for ensuring equality both in the delivery of their service(s) and in the management of their staff.

Roles at this level will have additional managerial or professional accountabilities as described below.

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| **Additional Managerial Accountabilities** |

* Effectively manage team members, providing a high level of support and challenge to ensure high quality services. Assisting employees to manage their wellbeing.
* Manage, motivate, and support the development of staff, ensuring a highly competent and participative work environment, defining and managing the performance against agreed performance indicators to ensure delivery of an excellent service to the Council and its residents.
* Monitor and review progress against plans and targets to ensure that training needs are identified and addressed, taking corrective action where necessary to ensure the service meets expectations.
* Monitor and review progress against plans and targets and be accountable for the achievement of agreed outcomes.

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| **Additional Professional Accountabilities** |

* As a council specialist provide specific business, technical and service area expertise across the Council making recommendations to support the development of long-term solutions to issues affecting the managed area.
* Contribute to the development of the area of specialist knowledge across other functions and departments.
* Undertake critical analysis of the area of expertise, exercising significant professional judgment in assessing risk and providing advice to peers and more senior officers which will have a medium to long term effect on the service.
* Provide and facilitate training and/or information sessions to departments and partner organisations to enhance their understanding of a relevant area of expertise or specialism.

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| **Job Specific Information** |

**Role Purpose**

To lead, manage and develop the Council’s Commissioning Services for Adults to deliver effective professional commissioning partnership and brokerage services which support co-production, partnership and relationship commissioning approaches to achieve good outcomes for people, support and develop a cost effective care market and complements other services of the Council and its strategic partners. This will involve innovation and delivering the Council’s vision based on the principles of coproduction with people with lived experience and carers, and other members of our community.

**Deliverables**

* To have prime and day-to-dayresponsibility for the oversight of the complete commissioning cycle. that underpins commissioning. The service will include researching, designing, commissioning, brokering and negotiating a range of social care, housing or health services or internal social care provision coproduced on an individual (brokering) or strategic level (commissioning) level. Such services may be delivered by independent and voluntary sector providers or through, for example, coproduction with people with lived expertise or community engagement.
* To achieve joint service improvements and outcomes for people through the use of contracting and procurement mechanisms to deliver existing and new cost effective and high-quality services, especially through the development of community capacity and use of the external providers, including those relevant services identified in the Health and Wellbeing or other relevant Strategies.
* To develop the range and availability of social and NHS care commissioned services which are aligned to the needs of the population and strategic objectives of the Council and the Integrated Care System.
* To lead, develop and implement strategies for market development and commissioning and annual action plans.
* To lead, develop and implement quality assurance mechanisms which include monitoring satisfaction for all services commissioned by the CAH Commissioning Hub from people who require or access support services and their carers.
* To maintain broader multi-agency safeguarding awareness and practice with other agencies and regulators (e.g. Care Quality Commission) and work closely alongside Organisational safeguarding and other roles
* To work closely with operational adult care and housing teams, to develop and deliver strategic and operational transformation.
* To lead, manage, motivate and develop a team of professional staff to ensure the delivery of high quality, cost effective/value for money and efficient services.

 **Dimensions of the Role**

Numbers of staff managed/supervised

The Partnerships and Commissioning Service has 32 FTE. The post holder, with the assistance of two Strategic Commissioning Managers (Hay 3) will be responsible for management/supervision of the team, and directly responsible for between 4 to 5 FTE (including Hay3s)

Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify)

The post holder has responsibility for purchasing budgets that are used for the delivery of social care services to clients. The estimated gross value of these budgets is circa £80 million per year, and further detail is set out in the section below on the value of projects/contracts.

Number of enquiries/items processed

The team supports the delivery of social care services to more than 3,200 clients and processes more than 2,200 requests for service and service amendments and about 2,200 invoices per year.

Value of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement)

The post holder overviews, manages and influences budgets through the Council’s contracts for the following social care and housing services, either directly or via the Commissioning Managers:-

* £40m pa – Residential and Nursing Care Homes for Adults
* £25m pa – Non-residential care and support for Adults
* The post holder will oversee a range of projects that are focussed on delivering efficiency savings and improvements as required as part of Commissioning Transformation.

Size, complexity and number of cases/number of clients allocated

The Partnership and Commissioning team works with approximately 300 independent care home providers, 20 day care supported living providers, and nearly 40 home care providers within the Council area together with a number of voluntary organisations and other local agencies including NHS Trusts and NHS Commissioners at both system and locality level. The Commissioning Practise being developed in the service is based on relationship commissioning, place based, coproduction and best use of resource. Alongside colleagues on operational Adult Social Care, the service is working with the market to deliver the Social Care Futures vision and the Council Plan.

The post holder plays a key role, in supporting the Director of Commissioning Housing and Partnerships with the oversight and/ or delivery of a number of corporate and/ or area wide strategies, including the All Age learning Disability Strategy, the Carers and Young Carers Strategy an Age Friendly Communities Strategy.

Oversight and development of our coproduction and partnership mechanisms are a key aspect of role, working alongside a wide range of people with loved expertise and identifying new opportunities for engagement Ensuring the commissioning cycle is based on good analysis of the impact of inequalities and how to address this, including challenging and developing the practise of everyone in the service area.

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| **Knowledge / Skills / Experience** |

**/ Skills / Experience**

**Essential Criteria (Requirements that must be met.)**

* Degree in a relevant subject or equivalent experience and/ or
* Relevant professional accreditation or the equivalent demonstrable knowledge, skills, and proven experience in the managed area.
* Senior leadership experience, persuasive and engaging with the ability to lead, co-ordinate and plan a service.
* Substantial experience gained at a senior management level in social care or public health commissioning, or other relevant commissioning and contracts area.
* Ability to lead, manage and develop a team and hold people to account but also coach and develop a team.
* Influencing and stakeholder management skills and the ability to build relationships at a senior and management level.
* Knowledge of external issues (legislative, regulatory, best practice standards etc.) that affect own specialist area.
* Experience of developing and maintaining complex partnerships.
* Financial and commercial acumen with experience of managing budgets.
* Experience of managing projects.
* Knowledge of delivering against equality, diversity and inclusion objectives within relevant service areas.
* Strong experience of coproduction with people with lived experience of disability.

**Desirable Criteria (Additional preferred requirements.)**

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| **Key Behaviours** |

**)** Our expectation is that our senior leaders operate at Level 3 in all parts of the councils [Behaviours Framework](http://intranet/content/CEandCR/Sections/MyHR/ValuesandBehaviors/Behaviours%20Framework%20Document.pdf), which encompasses the following areas; Adaptable, Working Together, Community and Customer Focussed, Delivering Results, Empowering Others and Leading Others.  It is particularly important for our senior leaders to role model in relation to ‘Leading Others’ so these expectations are set out below:

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| Behaviour | What we expect of our Senior Leaders: |
| Leading Others | * You establish a culture where managers are able to support performance and challenge ineffectiveness
* You create a vision and plan to enable other managers to transform services
* You create strategies which provide realistic long term objectives and targets
* You establish a culture where people are challenged to improve their performance and that of the service.
* You create and sustain a working environment where people have stretching but achievable workloads
* You consult stakeholders in order to take complex and long-term decisions which shape services.
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| **Organisation Chart** |

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**Department**

**People Department**

People Department is led by the Executive Director and organised into two functional clusters which manage eight service divisions that work with key stakeholders and local communities to deliver the Council’s key strategic priorities relating to people. We work to provide responsive, joined up and seamless support to our children, families, adult clients and communities in a way which puts them at the heart of everything we do. The Department promotes the health and wellbeing of all communities and individuals across South Gloucestershire.

**Division**

The Commissioning, Housing and Partnership Division includes, alongside Partnership and Commissioning, Organisational Safeguarding, Home Choice/ Homelessness, Resettling Communities and Corporate Travellers team, responsible to the Service Director. The Service Director Commissioning Housing and Partnership works to the Director for Adult Social Care Community Development and Housing.

**Section / Team**

The team provides an effective commissioning, service design, procurement and contract or service level agreement for children and adults social care services. The team also provides the procurement, contract management and bill payment service for public health services.

The team develops service design and commissioning opportunities with partners both within South Gloucestershire and across local authority boundaries.

The team plays the lead role in capturing service user needs, views and satisfaction to inform service development and design.

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| **Special Conditions** |

**N/A**

**Validation Date:** Click here to enter a date.

**Updated:** July 2024