

## **Adult Social Care Directorate**

### **Job Description**

<b>Post:</b>	Senior Commissioning Officer	<b>Salary/Grade:</b>	GR5
<b>Division:</b>	Adult Social Care	<b>Function:</b>	Commissioning

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Birmingham City Council's work is focused around developing Birmingham as a great city for Children, Housing, Jobs and Skills and Health.

The goals that Birmingham Council are seeking to achieve for adults and older people are that they should be resilient, living independently whenever possible and exercising choice and control so that they can live good quality lives and enjoy good health and wellbeing.

The Commissioning Team based within Adult Social Care has a key role to play in helping the Council to achieve its goals.

Our vision for commissioned services is 'to have a vibrant, diverse and sustainable local health and social care market, which supports the achievement of better outcomes, increased independence, choice and control for older adults, adults with multiple needs and carers.

This vision for the commissioned adult social care service is underpinned by three clear aims, these are to:

1. Improve outcomes for those with health, care and support needs
2. Improve the quality of commissioned health and care services
3. Improve the resilience and sustainability of our health and social care system

This recognises that if people are to live better lives and achieve better outcomes then we need to help people, their families and the community to have greater choice and control over the care that they receive, to promote independence and ensure that all adults have access to the support that they require to live safely and healthily.

To deliver this vision a whole system approach is required which recognises that much of the need for care and support is met by people's own efforts including their families, friends or other carers, and by community networks. Services commissioned by the Council and NHS need to support and complement these individual personal care and support resources.

We will work closely with our NHS partners to deliver a joined-up approach to commissioning across the health and social care sector in Birmingham, including Public Health and wider community services. We will also look to forge closer ties with commissioning functions in other local authorities across the West Midlands.

#### **Role of the Adult Social Care Commissioning Team**

- \* Driving strategic change at a citywide level
- \* Supporting delivery at a locality level
- \* Strong focus on core statutory responsibilities in relation to the care market and public health responsibilities
- \* Refreshed emphasis on prevention and support for vulnerable adults
- \* Ensuring citizen focus through co-design and co-production
- \* Increased focus on integrated improvement and commissioning plans with health.
- \* Moving towards a whole system approach

## Commissioning Principles

- Strategy – clear, agreed joint outcomes that set direction for investment and commissioning.
- Resources – clear identification of total resource, pooling and aligning resources from across the system (incl. statutory and voluntary sector) and making best use of every £.
- Governance – single, accountable governance for outcome-based investment decisions.
- Intelligence – use of intelligence to set priorities and develop strategy.
- Market engagement – single approach to engaging with and shaping the market
- Clear roles – the best-placed partner should lead on activity.
- Citizens – informed; in control of their own care; carers are engaged and supported; services are flexible and are designed to fit the individual.
- Technology – make use of emerging technologies to improve outcomes and reduce cost.

## Commissioning Team: Core Values

- Making a difference to the life's of our citizens
- Flexibility, to meet the demands of the service
- Effective cross-team working
- Striving to achieve excellence
- Consistency of expectation across teams
- Sharing information and being transparent
- Integrity, within all interactions
- Taking responsibility willingly
- Acting courageously
- Supporting staff to develop skills and progress

## Role Context

The vision, principles and values are reflected through this job description. It describes the collective responsibilities and activities of Grade 5 (GR5) officers within the Commissioning Team to meet business need.

### 1. **Role Purpose**

- 1.1 To take a lead role in commissioning, contract management, policy and planning activity across Birmingham with responsibility for specific agendas.
- 1.2 To provide high-level support in the delivery of a sufficiency of effective, high quality and evidence-based services of a reasonable cost, accessible and appropriate to service users, through the application of commissioning techniques, e.g., market management.
- 1.3 To take delegated responsibility for the effective utilisation of resources across a range of service variants in order to match the needs of individuals and populations and provide value to the Council and partners.
- 1.4 To make a key contribution to ensuring that the service delivers against key Directorate priorities and targets, as well as operating within cash limit / activity budgets set out in the Council's financial plans.
- 1.5 To support and manage change in the Directorate.
- 1.6 To make a key contribution to the delivery of the strategic commissioning intentions of the Adult Social Care Directorate and its partners.

- 1.7 To manage staff and resources to develop, implement and support an integrated intelligence approach for Adult Social Care Directorate and its partners.
- 1.8 To ensure the provision of effective, consistent and delivery-focused activity that enables improved outcomes for citizens to be achieved.
- 1.9 To make a key contribution to development of relationships with internal and external stakeholders, suppliers and organisations to deliver services and support that result in improved outcomes for citizens.
- 1.10 To develop an evidence base that supports the delivery of improved outcomes through innovative practice.
- 1.11 To maintain a productive network for the sharing and interpretation of data with stakeholders and partners.
- 1.12 To make a key contribution to the Directorate's research governance process; delegating resources to provide advice and support to staff to undertake research and evaluation that assists in service improvement.

## 2. **Key Responsibilities**

The collective activities required by Grade 5 (GR5) officers working flexibly across the Commissioning Team to meet business needs are outlined below. Individual responsibilities will be determined by allocated work priorities which will change to reflect business need:

- 2.1 To manage staff and resources to develop, implement and maintain an integrated approach to the collection and use of qualitative and quantitative intelligence, including business information and the views of citizens, for the Commissioning Team to improve quality of services and to inform commissioning priorities and intentions.
- 2.2 To make a key contribution to the analysis, interpretation and implementation and delivery of performance and governance strategies.
- 2.3 To actively support the development and implementation to collect and analyse services and population areas that supports and informs strategic and operational commissioning – this will include the effective delivery of components of needs analyses, service reviews and Equality Analyses.
- 2.4 To develop a commercial understanding of providers and markets and use this to inform commissioning activity.
- 2.5 To prepare all statutory data returns required by Government, Freedom of Information requests and performance reports required by project governance structures and share with the appropriate Commissioning Manager.
- 2.6 To work in partnership with other members of the Commissioning Team in the Directorate to improve the understanding of the relationship between business planning and performance assessment and to ensure ownership of these processes throughout the Directorate.
- 2.7 To make a contribution to the production of robust business cases and options appraisals in response to commissioning information, business intelligence and resource availability.
- 2.8 To successfully develop projects through the application of project management principles.

- 2.9 To ensure that service users, carers and parents are demonstrably and successfully involved in developing services using a co-production model and that the resulting services are better able to meet needs.
- 2.10 To optimise outcomes for service users and deliver value for money services through collaborative joint commissioning arrangements.
- 2.11 To make a contribution to the management, maintenance and influence of key partnership arrangements in order to deliver commissioning intentions.
- 2.12 To make a contribution to the engagement of operational staff, management and other stakeholders in defining need within service areas or sub-populations, commissioning services and securing a supply from consideration of a range of options.
- 2.13 To take a lead role in the development of suppliers and markets that deliver the services required to promote improved outcomes.
- 2.14 To be responsible for compiling all activity that is compliant with corporate commissioning, contract management and procurement frameworks and contributes to improving the economic, social and environmental wellbeing of citizens in Birmingham.
- 2.15 To undertake joint work with other West Midlands local authorities in the development of cross authority bids for funding and/or sub-regional/regional policies that benefit citizens of Birmingham and deliver City Council corporate priorities.
- 2.16 To make efficient use of council services and those contracted from third parties and internal services, by the application of contract management, performance management, quality assurance and other relevant processes to ensure value and that KPI's, key outcomes and targets are achieved in line with Council and partner priorities, statutory and community requirements.
- 2.17 To ensure that services are developed in line with citizen needs and ensuring resources are effectively utilised.
- 2.18 To manage the production of a range of information and reports in relevant formats to senior staff and elected Members on service activities as required.
- 2.19 To successfully engage with a range of stakeholders in a range of settings and so better communicate Directorate activity.
- 2.20 To ensure the effective use of budgets and resources to deliver agreed priorities, in accordance with legislative requirements, given resources, measures, prevailing action plans and timescales.
- 2.21 To ensure that the workforce is accountable, effectively managed, and supported.
- 2.22 To manage processes such as supplier accreditation, quality assurance, procurement and contract management information systems.
- 2.23 To lead activity with suppliers to address risk and safeguarding issues for individuals.
- 2.24 To manage activity and ensure that services meet assessed need and provide best value.
- 2.25 To oversee and review current service demand and market use at the appropriate level of granularity in order that statutory duties are met for the individual and for sufficiency.

- 2.26 To develop and implement different models of commissioning/contracting e.g., Payment by Results (PBR), tariff based.
- 2.27 To manage the development and delivery of quality and audit activity across relevant commissioning areas.
- 2.28 To strengthen and manage the development of evidence informed policy and practice.
- 2.29 To lead on the review of strategies and policies adopted by the City Council for which the Adult Social Care Directorate is the lead Directorate to ensure these are compliant with legislation and deliver corporate and as appropriate, regional and national priorities.
- 2.30 To oversee the analysis of service delivery to determine the effectiveness of reducing health, housing and other inequalities of disadvantaged groups.
- 2.31 To build awareness of the benefits of diversity and build an active commitment to equality of opportunity for all.
- 2.32 To maintain personal and professional development in order to meet the changing demands of the role.
- 2.33 To promote and maintain organisational values and behaviours at all times, leading by example.
- 2.34 To contribute to the team's effectiveness by developing and sharing best practice.
- 2.35 To encourage and support others in their learning, development and training.
- 2.36 To develop productive working relationships with colleagues.

3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Commissioning Manager

3.2 **Level of Supervision Received**

Support to plan and programme work to achieve designated objectives.

4. **Supervision Responsibilities**

Postholder will be required as necessary to manage staff within their Team/Area

5. **Special Conditions**

None

Observance of the **City Council's Equal Opportunities Policy** will be required.

**Person  
Specification**

**Job title: Senior Officer - Commissioning**

**Salary/Grade: GR5**

**Reporting to: Commissioning Manager**

**Method of Assessment (M.O.A.)** A = Application Form; I = Interview, P = Presentation, Test = T

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<p><b>Experience</b> (Relevant work and other experience)</p>	<ol style="list-style-type: none"> <li>1. Experience of undertaking the analysis and interpretation of complex data from a variety of sources</li> <li>2. Experience of developing and maintaining collaborative relationships to develop customer insight with diverse stakeholder groups, including citizens, providers and colleagues</li> <li>3. Experience of negotiation and influencing stakeholders including colleagues, external partners and citizens.</li> <li>4. Demonstration of strategic awareness and supporting the development and implementation of strategies/service changes which deliver improved outcomes for stakeholders</li> <li>5. Demonstration of an ability to build effective partnerships in order to understand and develop markets to reflect evolving need.</li> <li>6. Experience of supporting service areas to ensure vulnerable citizens are safeguarded</li> <li>7. Experience of playing a lead role on activity in the commissioning cycle, for example commissioning intention development, service specification development, contract negotiation, service review</li> <li>8. Supporting the delivery of change projects or programmes</li> <li>9. Experience of involving citizens and stakeholders in co-production and consultation leading to the development of services.</li> </ol>	<p>A &amp; I</p> <p>I &amp; P</p> <p>A &amp; I</p> <p>I &amp; P</p> <p>A &amp; I</p> <p>A &amp; I</p> <p>I &amp; P</p> <p>A &amp; I</p> <p>A &amp; I</p>
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	<p>10. Experience of the development and delivery of performance management frameworks to ensure service improvement and effectiveness</p> <p>11. Understanding how equal opportunities in both employment and service delivery are applied within a large and complex organisation.</p> <p>12. Experience of applying knowledge of relevant legislation in the development and implementation of service specification standards and related performance reporting.</p> <p>13. Experience of the development, maintenance, evaluation and review of systems and supporting tools to support the data requirements of a large and complex organisation.</p>	<p>A &amp; I</p> <p>A &amp; I</p> <p>A &amp; I</p> <p>A &amp; I</p>
<b>Skills and Ability</b>	<p>1. Ability to prioritise competing demands on own resources to deliver identified objectives/outcomes</p> <p>2. Effective IT skills which enable successful service delivery</p> <p>3. Demonstrable ability to communicate and engage with all stakeholders effectively to shape service development and delivery, utilising appropriate tools and techniques</p> <p>4. Ability to translate strategic priorities/policies into defined plans for delivery</p> <p>5. Highly developed knowledge of data analysis, information gathering and research approaches and techniques</p> <p>6. Ability to deliver objectives in a pressurised environment and against tight deadlines.</p>	<p>I &amp; P</p> <p>I &amp; P</p> <p>I &amp; P</p> <p>I &amp; P</p> <p>I</p> <p>I</p>
<b>Qualification &amp; Training</b>	<p>1. Ability to demonstrate a significant level of experience working at this level.</p> <p>2. Evidence of recent development and learning</p>	<p>A, I &amp; P</p> <p>A</p>

**This is a politically restricted post as defined by the Local Government and Housing Act**

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**Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment**



All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery