

## Adult Social Care and Health Directorate

### Job Description

**Post:** Support Officer **Salary/Grade:** GR3

**Division:** Commissioning

**Reporting to:** Commissioning Officer

**JEQ Code:**

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#### Our Vision

The Adult Social Care and Health Directorate aims to improve the quality of life for the people of Birmingham today, tomorrow and always. Our vision is to create a city which provides:

- A good childhood, for the best start in life.
- A great education to give the best chances for life.
- Promoting people's recovery and inclusion in the most independent life.
- Where needed, planning ahead across the life course.
- The best care and health outcomes for life.

The Commissioning Team is an integral part of this vision, responsible for improving outcomes and services for citizens through an evidence based commissioning environment, ensuring value for money for the City Council and its partners.

#### Commissioning: Core Values<sup>1</sup>

- 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

#### Strategic Context

The Commissioning approach represents a shift in focus; from services to people - putting the citizen at the heart of its activities. It will ensure that integrated planning and commissioning activities result in integrated evidence based support for the citizens of Birmingham, rather than a collection of separate, often disconnected services. The activities of the Commissioning Team will reflect the Leader's Statement and the principles for the Future Council; positively impacting on improving health and wellbeing, reducing health inequalities and increasing life opportunities for individuals, families and communities in need.

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<sup>1</sup> Consistent with the Council values set out in the Council business Plan 2015+

The delivery of an effective commissioning led approach based on a set of agreed principles will require significant cultural change – where the citizen is at the heart of what we do and each and every member of the Commissioning workforce willingly and actively takes responsibility for their actions. The Commissioning Team will establish the basis for:

- Leading, managing and supporting a commissioning led approach within the Adult Social Care and Health Directorate, City Council and into wider joint/collaborative commissioning arrangements, particularly with the NHS.
- A workforce with the managerial and professional skills and capacity needed to sustain continuous improvements.
- Citizen-focused service delivery which truly places the citizen at the centre of what we do.
- A culture of continuous improvement and performance management which is based on reflective practice, active learning and constructive challenge, incorporating the citizen's experience.
- Structures, systems, processes and relationships that support excellent service delivery.
- Commissioned services that are designed to effectively respond to the needs of the local population with resources allocated in a manner that will achieve positive outcomes and reduce demand upon specialist services.
- Developing and sustaining relationships to support effective commissioning arrangements within and beyond the Directorate.
- Ensuring that there is robust market intelligence available, that the market (both internal and external providers) is properly informed about current and future commissioning needs and supported to deliver high quality cost effective services for citizens.

### **Role Context**

Individual officers will not undertake all of the responsibilities and activities outlined under each of the four headings. There are five variations of Officer within the Commissioning and each will be required to assist with on a selection of the key responsibilities listed. The key responsibilities will also be dependent on which Commissioning theme<sup>2</sup> or business priority the role is supporting. Responsibilities will change and evolve based on emerging priorities and business needs. The broad function of each Officer role can be understood through the following contextualisation.

### **Post(s) Context**

**Support Officer – Care Co-ordination:** This role will focus on the 'Plan' and 'Do' elements of the commissioning cycle. This post will focus on assist withing the web-based micro-procurement process of identifying and securing appropriate services of vulnerable citizens. It will be responsible for securing packages of care for individual citizens. It will provide high quality care co-ordination services to internal/external customers, to meet with assessed needs as identify in the support plan subject to budgetary approval. It will ensure that the service and hours arranged relate to the outcomes as identify within the citizen's support plan.

**Support Officer – Intelligence:** This role focuses on the 'Analyse' and 'Review' elements of the commissioning cycle. It will support the market development, market management and commercial aspect of the analysis and review of data. The role will undertake activities as part of an agreed plan, to develop a market capable of meet the needs of service demands of the commissioning intentions. The post will support the development and maintenance of a range of management information, including production of operational and statutory requirements and the continuous improvement of complex data quality using a variety of software tools.

**Support Officer – Citizen Voice:** This role will focus on the delivery of citizen involvement and the development, monitoring and evaluation of participation techniques for service users within Commissioning. The post holder will interview and provide physical and emotional support to service users, volunteers and members of user involvement groups. The post will provide a co-ordination function relation to user involvement meetings and events to ensure that an inclusive approach is adopted with to regard to participation. The post will ensure that user engagement resources are available in a range of formats to promote involvement and participation of all user groups.

### **Role Purpose**

The collective activities required by Grade 3 (GR3) officers working flexibly across Commissioning to meet business needs are outlined below under the headings of "Analyse", "Plan", "Do" and "Review".

It is recognised that not all elements will always be a core part of individual roles; different roles will have a different emphasis in terms of the balance between 'Analyse', 'Plan', 'Do' and 'Review'. Similarly, there will be differences of emphasis within these areas of key responsibility depending on the exact role.

### **Analyse**

Key areas of responsibility will include the following skills across the commissioning function:-

- To support in the identification, capture and analysis of a wide range of performance information and intelligence in order to formulate commissioning intentions, strategy and policy development and related priorities.
- To contribute to an understanding of population and user (potential, current or future) demographics to inform forecasting, service projections and Equality Assessments.
- To contribute analysis to and support the preparation of reports summarising status on issues, appraising outcomes and providing progress reports for senior managers.
- To assisting in the assist withy of continuous improvements in performance, cost and quality to ensure KPIs, key outcomes and targets are achieved in line with Commissioning priorities.
- To support and undertake needs analyses, value for money exercises and services reviews as directed.
- To understand and interpret complex written data, reports and policy documents including the ability to evaluate a range of potential options.
- To assist in the completion of all statutory data returns, Freedom of Information Requests and performance reports required and to support the development of appropriate relationships with partners and other agencies.
- To maintain a high level of skills and proficiency in the use of a wide range of IT systems support the assist withy of the related business area.
- To support that data, user and stakeholder feedback is utilised in the analysis and prioritisation of Commissioning priorities and future intentions.

### **Plan**

- To contribute to the assist withy and analysis of data in support of the performance frameworks.
- Undertake analysis of data quality and data integration exceptions arising using tools such as Crystal reports, basic SQL and VBA.
- To support in ensuring commissioning intentions are outcomes focussed and are based on Council and market intelligence, needs analysis, consultation and resource availability.

- To provide support to staff within the business, to facilitate the maintenance, development and rollout of systems/processes, and to ensure that staff receive support in the use of systems in which the business operates..
- To support in involving stakeholders, service-users, carers and/or parents, using a co-production model, in the design and development of services to meet needs.
- To actively engage and effectively communicate with stakeholders, service users and user groups as required.
- To plan, organise and attend meetings and stakeholder engagement events that support the development of commissioning intentions.

### **Do**

- To contribute to continuous improvements in performance, cost and quality to ensure KPI's, key outcomes and targets are achieved in line with Council and partner priorities, statutory and community requirements.
- To support with the development and delivery of the commissioning intentions and approach as defined by the Intelligence, Prioritisation & Citizen Voice function.
- To support with delivery of the operation, performance and development of the service area using effective project management principles, tools and reporting processes.
- To support projects to assist with the agreed outcomes for Commissioning.
- To support the delivery of performance and governance arrangements and the development and implementation of improvement programmes, in line with agreed priorities.
- To ensure that services are developed in line with the resources available and can flex to meet the needs of individual citizens.
- To provide a range of information and reports in relevant formats to identified service areas as required
- To ensure that commissioning activity improves the economic, social and environmental wellbeing of citizens in Birmingham.
- To effectively engage and communicate with a range of stakeholders, in the commissioning of services that meets outcomes adapting style to varying audiences through different mediums.
- To support the effective use of budgets and resources to assist with agreed priorities, in accordance with legislative requirements, given resources, measures, prevailing action plans and timescales.
- To maintain a good relationship with the general public ensuring that all complaints, FOIs and requests for information are be addressed in a timely and professional manner.
- To effectively interrogate and manage existing systems to provide data and evidence that supports the delivery of high quality care for the citizens' of Birmingham.

### **Review**

- To prepare reports summarising status on issues, appraising outcomes and providing progress as required by senior managers.
- To support others to build awareness of the benefits of diversity and to build active commitment to ensure equality of opportunity for all.
- To understand and interpret written data, reports and policy documents including the ability to evaluate a range of potential options.
- To support Commissioning Activity such as Contract Monitoring by carrying out quality assessments of services with a representative range of Service Users.
- To be aware of statutory guidelines and frameworks and their application in service delivery and in addressing customer complaints.

- To contribute to periodic reviews of service delivery and to ensure that information sources are accurate and effectively support the overview of quality of services for vulnerable citizens.
- To ensure that confidentiality is maintained in all areas and to ensure that the Data Protection Act principles are adhered to.
- To ensure that safety and security is upheld by adhering to all appropriate policies, reporting and escalating issues appropriate as they arise.
- To ensure that all financial and operational processes related to budget management are adhered to within financial controls set within the City Council financial procedures.

#### Professional Development

- To maintain personal and professional development in order to meet the changing demands of the role
- To keep up to date with relevant professional developments
- To contribute to the team's effectiveness by developing and sharing best practice
- To attend and actively participate in appropriate training activities both internal and external
- To encourage and support others in their learning, development and training
- To develop productive working relationships with colleagues

#### Supervision Required

- Supervision Officer: Commissioning Officer
- Level of Supervision: Receive support to plan own work to ensure the meeting of defined objectives.
- Supervision Given (excludes those who are indirectly supervised i.e. through others).

#### Special Conditions

- This vacancy is exempt from the Rehabilitation of Offenders Act
- A DBA check will be undertaken The post requires an enhanced DBS which will be reviewed every 3 years

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

**Adult Social Care and Health Directorate  
 Person Specification**

**Job title: Support Officer**

**Salary/Grade: GR3**

**Reporting to: Commissioning Officer**

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

| <b>Criteria</b>   | <b>Essential</b>   | <b>MOA</b>                           |
|---|--|--------------------------------------|
| <b>Experience</b><br>(Relevant work and other experience) | 1. Understanding of collaborative approaches. Able to follow pre-determined procedures.<br><br>2. Have experience of engagement of a wide range of stakeholders to develop, maintain and review service delivery.<br><br>3. Experience of establishing productive relationships with suppliers and customers to help deliver improved outcomes.<br><br>4. Experience of the production of management information using appropriate tools.  | A/I<br><br>A/I<br><br>I/T<br><br>I/T |
| <b>Skills and Ability</b>                                 | 1. Demonstrates good interpersonal communication skills, empathy, listening, negotiation and encouragement, illustrating the active engagement of stakeholders.<br><br>2. Understands concepts and utilises techniques for either numerical or contextual analysis.<br><br>3. Understands the relationship link between outputs and outcomes in meeting the needs of citizens.<br><br>4. Able to provide or use relevant data to support the council's performance, safeguarding and commissioning responsibilities. | I/T<br><br>I/T<br><br>I/T<br><br>A/I |
| <b>Training</b>   | Must be prepared to continue with on-going professional development within the role.   | A/I                                  |
|   |  |                                      |

| <b>DESIRABLE ACCORDING TO BUSINESS AREA</b>      |  |      |
|--|--|------|
| <b>Intelligence, Strategy and Prioritisation</b> | 1. Has experience of supporting Service User groups to participate in the quality assurance of commissioned services.  | A/I  |
|  | 2. Demonstrates relevant skills required for consultation, is an effective communicator and is able to organise events, giving consideration to all elements of presentation, content and customer satisfaction. | A/I  |
|  | 3. Demonstrate proficiency in the use of IT tools including: Microsoft Office Pro, Business Objects (or similar statistical/reporting software packages). Experience of query languages such as SQL.             | A/IT |
|  | 4. Experience in applying formatting techniques to undertaking analysis of large and complex datasets.   | IT   |
|  | 5. Demonstrate understanding of database design to support the development of reporting routines.  | IT   |
|  | 6. Experience of understanding the importance of delivering continuously improving and innovative services for citizens.   | A/I  |

**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**