



## Role Profile

<b>Job Title:</b> Brokerage Manager	<b>Grade/ Level:</b> Q	<b>Post Number:</b> ENN27
<b>Directorate:</b> Adult Social Care	<b>Job Family:</b>	<b>Date Prepared:</b> September 2019

**Role reports to:**  
Head of Commissioning, Adults

### Job Purpose:

To lead and manage the Brokerage Service within Adult Social Care (ASC) to deliver an effective service for Swindon Borough Council (SBC) and the Clinical Commissioning Group (CCG). This includes line-managing, supporting and motivating the staff team within this service to ensure delivery of the accountabilities of this service. To ensure that best value is gained from the £46 million spend on services for placements and support packages.

To work collaboratively with colleagues within the Adult Commissioning Team, the Continuing Healthcare (CHC) Team and Adult Social Care teams to ensure this service supports the wider objectives of SBC.

### Key Accountabilities:

1. To manage the day to day activities of the Brokerage Service, ensuring all processes are actioned accurately within agreed timescales, including updating and monitoring financial systems (Swift/Eclipse) and any other required data collection systems.
2. To ensure that best value is gained from the £46 million average spend per annum on placements and support packages. To ensure that rates agreed with providers are consistently applied and recorded and that collaborative work is in place with social care, complex team (including Continuing Health Care (CHC) team), commissioners and the contracts team negotiations are required outside of stand rates.
3. To lead the ongoing development of the brokerage team to ensure customer focus and a culture that is in line with Swindon Borough Council's values.
4. Undertake regular 1:1 meetings and Personal Development Plan reviews in line with requirements.
5. To ensure that all support packages and placements that are purchased are in line with commissioning and contractual arrangements.
6. To lead a team that is agile and able to develop and maintain positive relationships with the market of providers within Swindon and also those outside of the borough.
7. To step into any of the brokerage functions as required and also to lead/ have oversight of all complex package or placement requirements across the team.
8. To lead and manage the Brokerage Service in ensuring the purchasing and coordination of appropriate, quality and value for money support solutions for adults with needs.

9. To ensure all support requirements are commissioned appropriately and any outstanding cases are escalated to ensure resolution.
10. To ensure all financial data is completed in a timely and accurate manner.
11. To undertake weekly monitoring of the performance and financial data to ensure accuracy and budget monitoring detail.
12. To assist commissioners with the monitoring of income and expenditure complying with agreed timescales and legal obligations to facilitate accurate budgetary control. .
13. To provide financial information and advice to Commissioners of Adult Social Care services, the Continuing Health Care Team, Adult Social Care colleagues, partners, providers and finance teams.
14. To support commissioners in reviewing and reshaping the market in the commissioning cycle, providing feedback and key information to support the contracts team and commissioners in reviews and contract meetings.
15. To provide assurance and to lead delivery of service agreements, which are regularly reviewed, with all stakeholders to ensure that needs of Adult Social Care and the Clinical Commissioning Group are adequately met.
16. To support the ongoing development of a cost efficient and flexible market place for providing support to vulnerable people to ensure best value and the Council's obligations under the Care Act are achieved.
17. Work collaboratively with all stakeholders to identify gaps in the market, and to use this information to work with commissioners on continually improving and developing support services.
18. Analyse usage data from commissioned services. Using this data work with commissioners to review and reshape the provider sector, helping ensure the market place offers diverse solutions to meet the support needs of adults with needs which is person centred.
19. Ensure the Brokerage Service create and maintain accurate records using Swift, Eclipse and Care Track for all support requirements as required in liaison with service areas, commissioners and partners.
20. Ensure that the team are able to cover each other's areas of work, have clear processes in place and that processes are reviewed and revised as required in response to delivering service efficiencies.
21. Ensure all providers receive an Individual Service Contract or Confirmation of Placement within five working days of a service commencing.
22. Work collaboratively with the Clinical Commissioning Group colleagues to support effective support of placement requests that are outside those that are usually received.
23. Assist in the evaluation of tenders, in conjunction with other key stakeholders, in order to make appropriate recommendations to the relevant Commissioner concerning the awarding of contracts.
24. Attend and contribute to meetings with colleagues and external partners where required.
25. Attend and contribute to provider workshops and forums where appropriate.
26. To ensure ongoing training and development of the staff within the Brokerage Service is in place and up to date.
27. Ensure any issues are addressed in accordance with SBC policies and procedures.
28. To ensure the team provide timely, accurate data and information relating to Freedom of Information requests.
29. Ensure information is policy compliant and presented within policy timescales in a consistent and accurate format.

<b>Job Scope: Number and type of jobs supervised:</b> Brokers and Business Support Advisors	<b>Job Scope:</b> Assets: Laptop and mobile telephone
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<p><b>Knowledge and Experience:</b></p> <p>Required</p> <ul style="list-style-type: none"> <li>• Leading and motivating staff to develop continual improvement of service delivery</li> <li>• Experience of having oversight of a complex system and processes relating to £46 million average annual spend</li> <li>• Leading a positive and professional working culture.</li> <li>• Working within a Health or Social Care environment.</li> <li>• Organisational skills with an ability to have an overview, re prioritise and manage competing demands.</li> <li>• Excellent communication, across a range of medium and interpersonal skills.</li> <li>• Ability to analyse, summarise and present key information and data to colleagues and senior managers.</li> <li>• An inquisitive approach which provides the evidence to create change.</li> <li>• Microsoft Office (Excel, Word and Outlook) and working knowledge of use and application.</li> </ul> <p>Preferable</p> <ul style="list-style-type: none"> <li>• Experience of working in procurement or brokerage for adults or children with needs.</li> <li>• Use of the Swift IT system.</li> <li>• Use of the Eclipse IT system.</li> <li>• Understanding of the main legislative framework within which Adult Social Care and Continuing Healthcare is provided.</li> </ul>
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<p><b>Skills and Abilities:</b></p> <ul style="list-style-type: none"> <li>• Leadership style of working within a team environment and with wider stakeholders and partners</li> <li>• Self-motivated and able to work with team members to maintain a high level of service delivery.</li> <li>• Ability to work collaboratively and proactively with both customers and stakeholders.</li> <li>• Takes total responsibility for work undertaken and responsibilities and promotes a reflective and learning team environment.</li> <li>• Takes a coaching approach to support 1:1s and development.</li> <li>• Ability to communicate effectively verbally and in writing, able to communicate data effectively, to a diverse audience.</li> <li>• Able to use own initiative and think laterally and to take a solution focused approach.</li> <li>• Ability to escalate issues appropriately and understanding of boundaries relating to the role.</li> </ul> <p>The Brokerage Manager will make decisions, on a daily basis, relating to financial systems and the brokerage of all support requirements. Advice role may relate to implementation of process and systems, related changes and Corporate/Government legislative requirements.</p>
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<p>The impact of any decisions made will impact on the requirements of Corporate, Directorate, Providers, Partners and Stakeholders. Ongoing projected spend/financial planning can impact on years ahead.</p>
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**Contacts and Relationships:**

The post requires communication with external independent providers of support and care.

Key customers are Adult social care teams and managers, and Continuing Health Care team and the Complex care team. Liaison with commissioners and contract officers will also be key in the role as well as with Clinical Commissioning Group commissioners.

**Creativity and Innovation:**

The post holder will be expected to lead on the review, monitoring and challenging of existing procedures and to find innovative and creative solutions to ensure the tasks of the team are effective in the delivery of output, quality and efficiency.

**Job Specific Competencies:**

- Use of Swift and Eclipse (or equivalent IT systems developed for or by Adult Social Care)
- Use of CareTrack (or equivalent IT systems developed for or by the CCG)
- Use of Microsoft Office (especially Excel) to produce regular financial monitoring information and reporting as required.
- Attention to detail and analytical skills.
- Good verbal and written communications skills.
- Proactive approach to developing solutions to emerging issues around process and resource as they arise.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

In accordance with the provisions of the Health & Safety at Work etc Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your line manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

This post is subject to an enhanced DBH disclosure which will be carried out if your application is successful.

**Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: