



## Role Profile Blank Template

*(Refer to guidance to assist with completion)*

Director of Commissioning, Improvement and Assurance	<b>Role Profile Number:</b> SBC_12121
<b>Level:</b> CFL 14	<b>Date Prepared:</b> April 2024
<b>Directorate/Group:</b> Adult Social Care	<b>Reporting to:</b> Corporate Director of Integrated Adult Social Care
<b>Structure Chart attached:</b>	No

### Job Purpose

Reporting to the Corporate Director of Integrated Adult Social Care, the Director of Commissioning, Improvement and Assurance in Adult Social Care, leads on Commissioning, Improvement and Assurance. This involves setting the strategic direction for, and overseeing the implementation of commissioning activities and improvement initiatives which deliver on the Adult Social Care Strategy and Council Plan. You will ensure the sufficiency and delivery of high-quality adult social care services that meet the needs of the circa. 3000 Adults we support, managing an annual spend of over £66m.

You will also hold strategic responsibility and accountability Adult Social Care's assurance readiness, ensuring we have an accurate self-assessment position, required information, data & insights, that internal and external stakeholders are briefed and engaged, and that the assurance process is well led.

You will provide strong leadership, fostering a culture of collaboration, accountability, and professional development across the directorate, developing high-performing commissioning, improvement (currently referred to as transformation) and assurance services. Your ability to inspire, guide, and mentor services will be instrumental in driving success across all levels of the Directorate. You will be a leader who understands the significance of cultivating a positive and inclusive work environment, where innovation thrives and individuals feel empowered to reach their full potential.

## **Key Accountabilities**

### **Commissioning:**

- Lead the development and implementation of strategic commissioning plans for adult social care services, informed by the needs of people, and ensuring alignment with Council plans and delivery of the Adult Social Care Strategy priorities and outcomes.
- Oversee comprehensive needs assessments and market analyses to identify gaps in service provision, emerging trends, and opportunities for innovation and improvement.
- Oversee the design of high-quality, person-centered adult social care services, including the specification of service outcomes, performance measures, and quality standards.
- Oversee the commissioning and procurement of Adult Social Care services, including tendering, contract negotiation and contract management.
- Implement robust contract management systems to monitor the performance of commissioned services, ensuring compliance with contractual obligations, quality standards, and regulatory requirements. Take proactive measures to address performance issues and drive continuous improvement.
- Manage budgets and resources effectively, ensuring the efficient and sustainable allocation of funds across commissioned services. Work closely with finance teams to forecast expenditure, identify cost-saving opportunities, and maximize value for money.
- Build and maintain effective partnerships with internal and external stakeholders, including service providers, health partners, voluntary sector organizations, and regulatory bodies. Collaborate with partner agencies to promote integration and joint working to improve outcomes for people we support.
- Establish robust systems for quality assurance, safeguarding, and governance within commissioned services. Monitor and review service quality, safeguarding arrangements, and compliance with relevant legislation and standards.
- Prepare and present regular reports to senior management, elected members, and other stakeholders on the performance and impact of commissioned services.
- Keep abreast of national and local policy developments, research findings, and best practice in adult social care commissioning. Lead on the development of innovative approaches and interventions to address emerging needs, improve outcomes, and deliver value for money.

### **Improvement:**

- Develop and deliver the Adult Social Care Improvement Programme.
- Using excellent strength-based leadership skills to lead and drive the key directorate wide change programmes, projects and initiatives in support of the overall change agenda in service of the Adult Social Care Strategy, Swindon Plan and the Directorate's and therefore overall Council's financial sustainability.
- Lead on development and embedding of governance arrangements across improvement, commissioning and assurance
- Work collaboratively with enabling services including digital, data, systems, legal and procurement to delivery of strategic priorities.

- You will solve problems and manage complex strategy development, taking complex decisions by applying discretion and judgment in relation to policy guidelines.
- You will work within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of your services and engage in regional LGA/ADASS forums and events, sharing learning and best practice.
- You will foster a culture of high support and high challenge and will understand the importance of bringing the experience and voice of the Adult into the centre of all we do.

**Assurance:**

- Strategic lead for assurance and accountable for operational preparation and smooth running of assurance visits from regulator CQC.
- Lead on development of evidence-based Cabinet reports, directorate self-assessment, political briefings and ASC wide staff briefings on our predicted and actual assurance position.
- Establish strategic relationships with internal and external stakeholders, including CQC, to gather insights and feedback, share best practices, and inform assurance preparations.
- Stay informed about developments in the field of assurance, including changes in legislation, policy, and best practice guidelines. Participate in relevant training, conferences, and professional networks to enhance knowledge and skills.

**Supplementary Accountabilities**

- Embed the Council's missions and priorities into strategic plans for commissioning and improvement.
- Work effectively and collaboratively with cross-council, e.g. with enabling services, to ensure the delivery of commissioning, improvement and assurance priorities.
- Be committed to a 'one council' approach where there are opportunities for cross-council working to deliver on commissioning, improvement and assurance priorities.
- Provide strong leadership and direction, motivate, and develop high-performing commissioning, improvement and assurance services. Support the professional development and wellbeing of colleagues, promoting high standards of performance, fostering a culture of collaboration, accountability, and professional development.
- Challenge poor performance constructively and be confident in having difficult conversations to bring about changes in behaviour and improve resources.
- Create a culture of innovation and improvement across Adult Social Care, motivating colleagues to think creatively to solve problems and deliver solutions.
- Manage budgets and resources effectively, ensuring financial sustainability and value for money in service provision.

## **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Demonstrable experience at a senior level with the ability to lead, integrate and deliver on commissioning and improvement agendas.
- Strong understanding of the legislative and regulatory framework governing adult social care, including relevant policies, guidelines, assurance and statutory requirements.
- The ability to act and think strategically and systematically and to demonstrate and apply innovative solutions and ideas to improve working practices and service delivery.
- Ability to lead and manage change in complex environment.
- Proven experience in establishing and embedding contract management, performance monitoring, and quality assurance processes.
- A strong collaborator who can develop productive relationships with a diverse range of senior stakeholders internally, including politicians, and externally.
- Experience in exploiting new opportunities including utilising new and emerging digital technologies, automation and artificial intelligence in the design and deliver of services.
- Excellent leadership and management skills, with the ability to inspire and motivate teams to achieve shared objectives.
- Experience and knowledge of financial planning, management and accountability in local government.
- Your service and people focus will only be matched by your energy, positive attitude and ability to agree and negotiate conflicting demands across internal stakeholders.
- You will have proven experience in delivering the positive impact of change initiatives, being able to evidence the use of qualitative and quantitative data to measure the performance of services.

## **Qualifications**

- Degree in a relevant discipline/relevant compensatory experience
- Management or leadership qualification/relevant compensatory experience
- Strategic commissioning qualification/relevant compensatory experience
- Qualification/ relevant compensatory experience of Programme Management and Service Improvement
- Experience of leading in an Adult Social context (essential)

## **Decision Making**

- Responsibility for working closely, influencing and advising Corporate Directors and Members on matters within the areas of responsibility
- Ability to influence and change practice of others including Directors, Heads of Service and senior leaders internally and externally
- Ability to absorb complexity and convey simplicity.
- Ability to negotiate shared priorities and targets across a range of partners.

- Able to manage conflict and identify solutions.

**Creativity and Innovation**

- Innovative co-creation of ideas and options, beyond traditional boundaries in commissioning and improvement

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Head of Service – Commissioning</li> <li>• Deputy Director – Transformation</li> <li>• Service Manager Quality Assurance &amp; Safeguarding</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Design and delivery of improvement programme</li> <li>• Defining strategy and delivery on commissioning priorities to ensure outcomes within ASC Strategy and Swindon Plan</li> <li>• Operational risk management and decision making</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes</p> <p>Joint commissioning, commissioning strategies, assurance, improvement. Commissioning spend c£66m p.a.</p>
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**Contacts and Relationships**

- Elected members, Corporate Management team and senior leadership within the Council.
- Executive and Senior leadership relationships applicable to the responsibilities outside of the Council e.g. Integrated Care Board, Providers, Voluntary Sector and Partner agencies.
- You will represent the Council at a local and regional level in areas defined in responsibilities.

**Safeguarding**

Swindon Council is committed to safeguarding and promoting the welfare of Adults who meet the Care Act (2014) Sec 42 Care criteria ‘Adult with Needs’ all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of an adults with needs in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of adults with needs gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The jobholder is accountable for their safeguarding of adults with needs responsibilities to their line manager.

All children have the right to grow up safe from harm and the Children Act 1989, and 2004 place duties on all agencies to promote and safeguard the welfare of children in need and at risk in their local area. A child is

defined within the Children Act 1989, as anyone who has not yet reached their 18th birthday. The Swindon Safeguarding Partnership policies and guidance are aimed at every agency, statutory, voluntary, private and independent, which works directly or indirectly with children, young people and families. The purpose of this guidance is to help agencies identify a child's degree of need and respond appropriately.

**Other Key Features of the role**

This is a politically restricted post in accordance with Section 2 (1) (b) of the Local Government and Housing Act 1989.