



Role Profile

Job Title: Provider Oversight and relationship manager	Role Profile Number: SBC_12241
Grade: CFL 12	Date Prepared: October 2024
Directorate/Group: Adult Commissioning, Integrated Adult Services	Reporting to: Head of Commissioning (Adults)
Structure Chart attached:	

Role Purpose

We are seeking a skilled and dedicated Provider Oversight and Relationship Manager to join our Adult Commissioning Team to oversee and manage the quality and performance of the provider market across all services commissioned by adult social care from Home care, to residential and nursing care, to the Voluntary and Community sector. The services commissioned by Adult Social Care support over 5,000 people and cost c.£100m.

This role demands a strong understanding of Adult Social Care Services, quality management and contract management principles. The post holder will champion and direct staff to engage and implement the Adult Social Care strategy.

The successful candidate must be able to:

- Able to proactively and independently develop, lead and manage a high-performing team.
- Build and sustain relationships across various stakeholders, partners and providers to successfully manage the market.

Key Accountabilities

- Ensure the quality and performance of the provider market is well-managed, with clear, effective and efficient processes in place to enable this e.g. Provider Failure.
- Ensure key stakeholders such as the Director of Commissioning, Head of Commissioning and other members of the Adult Services Leadership team are briefed on quality and performance concerns.
- Ensure the Quality Assurance Framework, once introduced, is reviewed and refreshed at least every 4 years, working with providers and experts by experience to co-design changes to ensure buy in.
- Ensure there is a proportionate contract management approach which enables us to maintain relationships with all of our providers, big and small, whilst providing greater scrutiny and focus on providers of concern, higher value or higher impact on the people we support (residents of Swindon).
- Ensure the contracts and commissioning support function is well-led and balances its support as appropriate across the whole commissioning service (quality, contract management, contracts and commissioning).

Accountability for managing the quality of the market

- Maintain oversight of market quality for all regulated providers in Swindon.
- Maintain oversight of market quality for all commissioned services.
- Monitor market; market risks, stability, gaps, sufficiency, growth, quality, performance and compliance.
- Ensure the quality team are effectively managing Provider Improvement Plans.
- Provide expertise on market oversight and quality management, upskilling the team.

- Be the lead point of contact for Care Quality Commission (CQC) when concerns are raised about providers.

Relationship management

- Oversee the development of a consistent approach to contract management so that processes are consistent across Adult Commissioning and ensure services meet quality, financial, and compliance requirements.
- Maintain strong relationships with external service providers, acting as a trusted lead point of contact for the providers for any issues or escalations that the quality or contract management team need support with.
- Provide expertise on contract and relationship management, upskilling the team.
- Skilled at holding difficult conversations and able to upskill the team on this.
- Foster collaboration, address concerns, and facilitate effective communication channels.
- Champion the active involvement of experts by experience in contract management activities.

Line management

- Model good leadership by taking professional responsibility for the provision of high quality and performing services.
- Promote a culture of continuous improvement, internally and externally, by utilising the Quality Assurance Framework and other tools.
- Take a lead role in staff management making sure of the adoption of council policies and procedures.
- Ensure that staff supervisions and PDPs are used to develop individuals/team in professional capacities.
- Ensure all staff are well led, motivated and developed through learning opportunities.
- Ensure timely performance management and sickness management.
- Recruit staff into the service where appropriate and ensure that the induction of any new staff is robust.

Knowledge and Experience

- Proven experience in contract management, preferably within the field of adult social care or public sector services.
- Strong understanding of adult social care regulations, policies, and best practices
- Excellent negotiation, communication, and interpersonal skills.
- Experience in Supplier Relationship Management and proven ability to manage poor provider performance.
- Experience of negotiating and working collaboratively with a diverse range of internal departments, external partners, agencies (e.g. CQC), providers, government departments and other local authorities.
- Strong organisational skills and attention to detail, with the ability to manage multiple team functions and oversee multiple contracts simultaneously.
- Strong skills in managing people, understanding the impact of change management and supporting a workforce by positive role modelling.
- Planning and workload management skills.
- Analytical mind-set with the ability to interpret data and metrics to inform decision-making.
- Ability to present key data visually, verbally, and in a written format with recommendations to inform decision-making.
- Good understanding of performance and risk management processes.
- Knowledge and commitment to safeguarding and promoting the welfare of adults with care and support needs.
- Knowledge of local government operations and procedures is advantageous.
- Experience working with CQC and managing the quality of providers.

Qualifications

Essential

- Degree level in a relevant field (e.g., Business Administration, Public Administration, Social Work, Law) or equivalent experience.
- Demonstrable on-the-job experience as outlined in knowledge and experience.

Desirable

- Contract management qualifications/certifications.

Decision Making:

- Management of own time effectively and ability to manage competing priorities in a fast paced environment
- Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.
- Able to use own initiative and think laterally and to take a solution focussed approach to decision making.
- Demonstrable evidence of successful problem solving and effective decision-making.
- Able to manage conflict and identify solutions.
- Demonstrable evidence of resilience.
- Ability to analyse and interpret relevant data applied to Adults contractual arrangements
- Ability to quickly assimilate SBC policies and procedures surrounding the contracting process and to understand the impact on contract management
- Ability to keep up-to-date with new and relevant legislation
- Evidence of successful budget management.

Creativity and Innovation:

- Respond creatively when working with providers and stakeholders to meet outcomes, demonstrate high performance, and address any service delivery or reporting issues.
- Able to use own initiative; think laterally, to take a problem-solving approach to support the development of strategies, plans, and services.
- Ability to bring a new perspective and creative/innovative ideas about service improvement.
- People and outcome focused.
- Ability to keep abreast of best practice and innovation through connectivity with wider system and networks.

Job Scope:

<p>Job Scope</p> <p>Number and types of jobs managed: 4 direct reports:</p> <ul style="list-style-type: none"> • 2 x Relationship and contract manager • 1 x Quality assurance lead (who has 1 direct report) • 1 x Contract and commissioning support lead (who has a further 2 direct reports) <p>Typical tasks supervised/allocated to others:</p> <ul style="list-style-type: none"> • Monitoring of consistent contract management approach • Monitoring of collation of data, analysis • Coordination of provider monitoring visits • Request and collation of reports 	<p>Budget Holder</p> <p>Responsibility c£3m</p> <p>Asset Responsibility:</p>	<p>Post-holder will manage a staffing budget plus the budget for all commissioned contracts which are managed outside of social care packages e.g. Voluntary Sector contracts which total around £3m p.a.</p>
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Contacts and Relationships:

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Communicate clearly to Senior Leadership teams where required.
- Effective and regular communication with Head of Integrated Commissioning (Adults).
- Line management of the Adult Commissioning Team.
- Deal with people at all levels confidently, sensitively and diplomatically.
- Maintain a clear professional identity and acting as a role model for other staff.
- Participate in multi-organisational forums aimed at promoting development of professional practices, tools and techniques.
- Motivate and influence providers, and gain sign on to initiatives and targets.
- Actively work with Commissioners and Brokerage Manager as well as Adults social care teams and managers.

- Work across integrated system with health including commissioners and system leaders.
- Contacts will include colleagues, senior managers, partners, individuals, members of the public and stakeholders.

Values and Behaviours

Swindon Borough Council have 3 commitments to be At Our Best

- A Learning Organisation
- Improving Performance
- Employee Experience

It is in this context that we define our Values and Behaviours.

Our Values;

1. *At Swindon what we do really matters*

We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of.

2. *At Swindon we do things right*

We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future.

3. *At Swindon we make it happen together*

We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon.

This role is built on the values that Swindon Borough Council holds and also directly links to our **Behaviour Framework;**

- *Delivering Performance and Results*
- *Collaborating and Innovating*
- *Leading Self and Others*

Other Key Features of the role

- Due to the nature of the work and in accordance with the demands of the post the post holder may be required to work outside of normal office hours from time to time for which time off in lieu of payment may be taken at a time to be agreed with the line manager. Overtime will not be paid.
- The post holder will be required to maintain strict confidentiality in relation to individual children and young people and must accept that he/she may come in to contact with information that he/she may find distressing. This post is subject to a DBS check.

Safeguarding

Swindon Borough 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 adult 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 that works directly or indirectly with children, young people and families.