



## Job Description

<b>Job Title:</b> Brokerage Manager	<b>Grade/ Level:</b> CFL 9	<b>Post Number:</b> SBC_12242
<b>Directorate:</b> Commissioning – Adult Services	<b>Job Family:</b>	<b>Date Prepared:</b> October 2024
<b>Role reports to:</b> Head of Commissioning (Adults)		
<b>Job Purpose:</b>  To lead a high performing Brokerage team within Adult Services to deliver an effective Brokerage service. There is a strong requirement to work collaboratively with internal and external stakeholders in the delivery of this role.		
<b>Key Accountabilities:</b> <ol style="list-style-type: none"> <li>1. To manage the day to day activities of the Brokerage Service, ensuring all processes are actioned and recorded accurately within agreed timescales on the case management system.</li> <li>2. To lead the ongoing development of the brokerage team to ensure it is outcome focused and champions Swindon Borough Council's values and behaviours.</li> <li>3. Undertake regular 1:1 meetings and Personal Development Plan reviews in line with requirements – managing performance and sickness in a timely and effective way.</li> <li>4. To ensure that all support packages and placements that are purchased are in line with commissioning and contractual arrangements. In particular, that placements are negotiated to be within published rates/framework rates unless there are exceptional circumstances.</li> <li>5. 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.</li> <li>6. 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.</li> <li>7. To ensure the number of people with no criteria to reside in the Acute Hospital and in a Mental Health Hospital are kept as low as possible, through effective and timely placement searches. To ensure the team work in a multi-disciplinary way with social workers and external partners and organisations in order to achieve this objective.</li> <li>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 care and support needs.</li> <li>9. To ensure all support requirements are brokered appropriately and in a timely way and any unresolved issues or delays cases are escalated to the Head of Commissioning to ensure resolution.</li> <li>10. To ensure all financial data is completed in a timely and accurate manner.</li> </ol>		

11. To ensure there are Key Performance Indicators in place for the team and that these are monitored.
12. To provide insights about opportunities and gaps in the market, to the Head of Commissioning and Director of Commissioning to support the reshaping the market in the commissioning cycle.
13. To provide insights about quality or performance or any other concerns (e.g. refusing to accept placements) re: providers to the Provider Oversight and Relationship manager to inform their management of the quality and performance of the market.
14. Ensure that the team are able to cover each other's areas of work, so there are no single points of failure.
15. Ensure the team have clear processes in place and that processes are reviewed and revised as required to ensure the Brokerage team are effective and efficient.
16. Ensure all providers receive an Individual Service Contract or Confirmation of Placement within five working days of a service commencing.
17. Work collaboratively with Integrated Care Board colleagues to support effective support of placement requests that are outside those that are usually received.
18. To ensure ongoing training and development of the staff within the Brokerage Service is in place and up to date.
19. Ensure any issues are addressed in accordance with SBC policies and procedures.

**Job Scope: Number and type of jobs supervised:** Brokers and Business Support Advisors

**Job Scope:**  
Assets: Laptop and mobile telephone

### **Knowledge and Experience:**

#### **Required**

- Demonstrable experience of Brokerage functions in Adult Social Care.
- Leading and motivating staff to develop continual improvement of service delivery
- Leading a positive and professional working culture.
- Working within a Health or Social Care environment.
- Organisational skills with an ability to have an overview, re prioritise and manage competing demands.
- Excellent communication, across a range of medium and interpersonal skills.
- Ability to analyse, summarise and present key information and data to colleagues and senior managers.
- An inquisitive approach which provides the evidence to create change.
- Microsoft Office (Excel, Word and Outlook) and working knowledge of use and application.

**Skills and Abilities:**

- Self-motivated and able to work with team members to maintain a high level of service delivery.
- Ability to work collaboratively and proactively with stakeholders.
- Takes total responsibility for work undertaken and responsibilities and promotes a reflective and learning team environment.
- Takes a coaching approach to support 1:1s and development.
- Ability to communicate effectively verbally and in writing, able to communicate data effectively, to a diverse audience.
- Able to use own initiative and think laterally and to take a solution focused approach.
- Ability to escalate issues appropriately and understanding of boundaries relating to the role.

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.

**Contacts and Relationships:**

The post requires regular communication with providers of support and care as well as internal stakeholders within the commissioning team and within social work teams.

**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.