

<b>Job Title</b> <b>Contracts Officer – Children’s Social Care</b>	<b>Role Profile Number: SBC_12091</b>
<b>Grade: CFL 7</b>	<b>Date Prepared:</b> <b>April 2024</b>
<b>Directorate/Group:</b> <b>Children’s Services</b>	<b>Reporting to:</b> <b>Business Change Team Manager</b>
<b>Structure Chart attached:</b>	<b>Yes</b>

### Job Purpose

To monitor the way SBC purchases services for vulnerable children and to conduct contract management, monitoring and reviewing provider performance including analysing and negotiating fees, to ensure high quality service provision, value for money and improved strategic relationships. To take responsibility for the development of varying contracts to support the growing need of children services within SBC.

### Key Accountabilities

- Work closely with commissioning colleagues within Childrens Services to design and implement service specifications, and identify the most appropriate route to market, to enable delivery of a range of high quality, value for money services
- Take responsibility in relation to formal contract negotiation, which includes detailed specifications relating to cost, volume and quality, for the Directorate, Swindon CCG and external suppliers, and lead on subsequent fee negotiations, in order to ensure that Children and Young People receive good quality services.
- In partnership with the Strategic Commissioner, Social Workers, the Placements/Brokerage Team, monitor the performance of service providers, ensuring compliance with contractual and specification terms, in order to ensure that the Directorate and the CCG receives a cost-effective service and addresses service / standard shortfalls with provider management.
- Assess the quality of services for the Directorate, Swindon CCG and external suppliers, through the implementation of a variety of quality assurance measures, including the views of Children and Young People and visits to establishments.
- Train brokerage team and social work/IRO teams on key aspects of contracts - so that services are purchased and managed appropriately.

- Analyse information gathered from providers through performance monitoring activities, gather feedback from other professionals working with the children, conduct financial checks and create performance dashboards / score cards for each provider and each type of provision.
- Work with other local authorities as required, to share quality assurance activities, sufficiency data and outcomes across the region.

### **Supplementary Accountabilities**

- Contribute to the annual commissioning intentions for the whole children & families population, working with the relevant Strategic Commissioner and other commissioners across Childrens and Adult Services
- Conduct monitoring meetings and visits with providers (frequency will depend on RAG rating)
- Involve young people in contract management activities/visits where appropriate
- Implement Service Improvement Plans / manage chronic (organisational) poor performance by a provider when required
- Review and report on placement trends (minimum quarterly) for consideration by the Strategic Commissioner, to inform sufficiency, market engagement, and future commissioning activities.
- Carry out annual service reviews on key contracts
- No specific budget responsibility but responsible for ensuring effective quality assurance and contract management work is undertaken to a high standard and reported appropriately.

### **Knowledge & Experience**

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

- Experience in Supplier Relationship Management and proven ability to manage poor provider performance
- Experience of working on procurement / outsourcing projects.
- Demonstrable commercial acumen and professional credibility.
- Experience of negotiating and working collaboratively with a diverse range of internal departments, external partners, agencies, government departments and other local authorities.
- Good general understanding of performance and risk management processes and influencing stakeholders to mitigate the risks.
- An awareness of the main legislative framework within Childrens Services (particularly in relation to children with disabilities, Children Looked After and Care Leavers).
- Familiarity with the Public Contracts Regulations 2015, specifically the 'light touch' regulations
- Ability to keep up-to-date with new and relevant legislation
- Ability to communicate effectively verbally and in writing.
- Highly developed inter-personal, motivational, and negotiating skills.
- Team working skills
- Good numeracy skills and use of word, excel and database IT
- Ability to undertake research and gather relevant data

- Ability to present key data visually, verbally, and in a written format to inform decision-making
- Effective time management and ability to manage competing priorities in a fast paced environment
- Ability to quickly assimilate SBC policies and procedures surrounding the contracting process and to understand the pressures of purchasing children's services within tight timescales
- Able to use own initiative and think laterally and to take a problem-solving and project management approach to support the purchasing of services

## Decision Making

- RAG rate providers and (in partnership with the Strategic Commissioner and Brokerage Team Manager) determine type and frequency of monitoring required
- Gather information and make recommendations regarding fee uplift requests, and assist the Strategic Commissioner in fee uplift negotiations

## Creativity and Innovation

- Assist the Procurement Officer to be creative and innovative when sourcing providers to enable the Council to achieve outcomes, meet need and work with a range of markets whilst ensuring compliance with legislation and Council Standing Orders, and achieving value for money.
- Think creatively when working with providers and stakeholders to meet outcomes, demonstrate high performance, and address any service delivery or reporting issues.

## Qualifications

- Degree level education or equivalent experience is required
- Specific qualifications in commissioning and/or contract management (desirable)

<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>• Nil</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No – not directly, but plays a key role in ensuring that services are delivered within budget and savings are identified and secured wherever possible.</p> <p>Nil</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)*

- Support Brokerage Team and Social Work/IRO teams to understand contract terms, procurement policies, risks and implications of non-compliance with legislation and the Council's Standing Orders.

- Work closely with the Brokerage Team to develop a clear picture of need and demand, and build positive relationships with providers.
- Support provider and user workshops and forums as agreed with the Strategic Commissioner. These forums will be the arena for delivering key messages to stakeholders and provide an opportunity for co-production of services.
- Work closely with Adult Services on reviewing services for young people transitioning from childhood to adulthood, ensuring that young people are accessing the most appropriate service available, and are being supported in developing their level of independence.
- Motivate and influence providers, and gain sign on to initiatives and targets.
- Participate in multi-organisational forums aimed at promoting development of professional practices, tools and techniques.

### **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 which he/she may find distressing. This post is subject to a DBS check.
- The post holder will need to have a valid driving licence and access to an appropriately insured vehicle, as face-to-face visits to providers (and associated facilities such as activity centres, children's homes and offices) will be required.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	