

Job Title: Contracts and Commissioning Officer	Role Profile Number: SBC_12245
Grade: Salary: CFL 6	Date Prepared: November 2024
Directorate/Group: Adult Services	Reporting to: Contracts and Commissioning Support Lead
Structure Chart attached:	No

Job Purpose

Adult Social Care is person centered and focuses on individuals' strengths to support them to take control of improving their own health, resilience and wellbeing. We want to maximize people's independence so that individuals can achieve their goals and aspirations and live life to the fullest. We work creatively with individuals, local communities and our partners, empowering them to deliver the best possible outcomes for people. Our work is solution focused, ensuring that those who most need support receive it and that we can continue supporting people in the future.

- This post will contribute to the development and delivery of commissioning teams and commissioning activity.
- To ensure that the voice of people with a lived experience is embedded in all aspects of Contracts and Commissioning work. To develop ways in which peoples own experiences are valued and captured and used to improve or develop the support offer for Swindon.
- To measure quality, performance and contractual compliance of all providers by having a positive and productive engagement with all stakeholders including people who use services , providers and partners.
- To monitor compliance of service providers to the social care support frameworks, in line with agreed commissioning outcomes.
- To develop, agree, oversee and manage key performance indicators and quality performance returns of providers, ensuring that provider services are delivering good quality outcomes leading to good lives together with compliance with local authorities and health frameworks and CQC standards.
- To challenge poor performance and take appropriate action to to ensure good quality and compliance

- Analyse trend data of quality and performance returns and provide presentations and briefings to senior colleagues.
- The post holder will be required to build positive working relationships with providers and partners to ensure open and transparent working at all times, to offer advice and guidance in problem solving and sharing of best practice models.
- To undertake and lead on specific procurement and commissioning activity. To include robust evaluation of services and contracts, stakeholder feedback, drafting of all procurement documentation, market engagement events, tender processes and contract award.

Key Accountabilities

- To influence overall delivery of service providers, ensuring high standards and quality, particularly in response to key legislation and local area policies and processes.
- To ensure that service providers understand and sign up to the local authority and ICA/BSW CCG's service provider frameworks, ensuring they meet registration and quality requirements.
- Oversee and manage the collation of quality and performance returns from provider, ensuring compliance with the local authorities and health frameworks and CQC standards. Ensure that the Council receives a cost-effective and quality services that addresses any service or standard shortfalls.
- Analyse trend data of quality and performance returns and provide presentations and briefings to senior colleagues.
- Assess the quality and performance of services through the implementation of quality assurance measures, including the voice of people using the services, stakeholders, and professionals to ensure high quality service delivery.
- To work with the health and partners in the commissioning of services within agreed frameworks.
- To support providers to improve services through close triangulation with the Quality Team. In addition to close working with other partners such as social care, safeguarding, MCA/DoLS and Health partners.
- To work with Community Commissioners to draft and review appropriate service specifications, to meet the care and support needs of adults in need. This would include robust evaluation of current service delivery including gaining the voice of people with a lived experience. Researching best practice models and Value for Money, completing the commissioning cycle of plan, do, review.
- To develop community led commissioning in each of the four geographical communities of Swindon aligned to the Community Commissioner. The post holder will be designated a community in which to

support the development of co-production and community based assets. This will include meeting with people with a lived experience to gather their views and direct quotes. Collating all feedback and presenting to the Community Commissioner. Undertaking engagement sessions, feedback sessions, following a 'You said, We Did' approach.

- To manage a range of accurate contracts databases of service provision and other ancillary records to ensure that relevant information is available upon which informed management decisions concerning the suspension, termination or intervention of a particular service can be made.
- To investigate complaints in liaison with the appropriate agency and agree with the responsible commissioner any necessary actions to address issues and respond in line with agreed policies, procedures and processes.

To work with the Mental Capacity Act/Deprivation of Liberties (DoLS) Team to ensure that people subject to DoLS are supported and managed in line with the DoLS conditions.

- To track volume and activity of contracts within Adult Social Care, to ensure that accurate information is available to inform management decisions in the review of activity and budget forecasting to achieve best value.
- To undertake specific procurement activity to ensure compliance with the Councils Standing Orders, Procurement and Legal requirements.
- To undertake evaluation of tenders, in conjunction with other key stakeholders, in order to make appropriate recommendations to the Community Commissioner concerning the awarding of contracts and negotiation of fees.
- Facilitate provider and people/families meetings to include the production of relevant material as agreed with the relevant Community Commissioner. This will include the creation of all easy read material using specific design software.
- To undertake business planning, including management of commercially sensitive provider information. This would include detail n financial matters, ownership and leadership and models of support that could be deemed as commercially sensitive.
- Working as part of an integrated Commissioning Team with the ICA/BSW CCG.
- To work with the the Brokerage Manager and Lead commissioner to explore the commissioning of individual complex packages through working with practitioners and providers using cost modelling systems to develop effective support plans with appropriate outcomes. This would include advising on any contractual aspects that would need to be considered (such as framework, off framework and other legal and procurement areas to note.

- To work with providers to develop and manage effective policies and processes.
- To work with providers to develop and manage a robust Business Continuity Plan and Risk Assessment.
- To hold regular contract meetings with providers to discuss performance
- 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 ICA/BSW CCG are adequately met.
- To continue to develop a cost efficient and flexible market place for providing support to adults with needs to ensure best value and the Council's obligations under the Care Act are achieved.
- To 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.
- Analyse data from commissioned services including provider returns and quality and performance data from both providers and internal partners. Using this data work with Community Commissioners to review, identify trends and gaps 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 centered.
- Respond to Freedom of Information requested data within the agreed timeframe.
- To resolve any financial issues or budget implications, working with partners to ensure all are resolved swiftly and professionally, identifying early financial risks for the Council to the appropriate teams.
- Working with providers to understand their costing model in conjunction with the published rates agreed by the Council. Particularly with inflationary or cost of living increases using benchmarking data to aid productive discussions.

Supplementary Accountabilities

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post holder must be flexible to ensure the operational needs of the Council are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Council.

Knowledge & Experience

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

Essential

- Have considerable experience of working within the health or social care field, with an awareness of the services provided by local authorities.

- Previous experience of partnership working within social care, health or third sector.
- A good understanding of the legislative framework within health and social care.
- Ability to create excellent working relationships with stakeholders and providers to give robust evaluations, performance feedback, support and guidance.
- Ability to communicate and listen to, and act upon, the voice of people with lived experience in order to improve services.
- Ability to negotiate with staff at all levels of service, external agencies and partners
- A good understanding of the commissioning cycle and how social care and health services are commissioned, procured, provided and evaluated.
- Experienced in supporting improvements in quality and performance.
- Experience of ensuring contract compliance and quality and performance assurance methodologies
- Experience and/or understanding of the support needed to work and support adults with needs.

Desirable

- Ability to collate and present evidenced based information, data and feedback to a wide variety of audiences
- Experiencing of using a wide range of communication and evaluation methods in seeking the voice of people with a lived experience.
- Experience of negotiation skills together with an ability to manage challenging conversations

Qualifications

- GCSE or above in Math's and English
- Sector relevant qualifications (Health and Social Care is desirable)

Interpersonal and Communication Skills

- An established ability to make professional, effective working relationships with a range of partners, colleagues and people with a lived experience
- Communication skills, report writing, presenting reports and data, balanced judgement and interpretation of policy and national guidance
- A well developed ability to produce complex reports, summary documents and presentations

Creativity and Innovation

- Able to demonstrate practical experience of Change Management.
- Experience of developing radical solutions to problems, including initiation of strategic savings strategies, supplier rationalisation, supplier partnering, and supplier/contract management.

Contacts and Relationships

- Ability to motivate and influence others to initiatives and targets.
- Highly developed inter-personal and motivational skills.
- Able to build and maintain relationships with multiple providers and stakeholders.

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 behaviors, 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

Other Key Features of the role

- The post holder will be expected to work flexibly, both in and out of the office with regular visits to provider and community services
- The post will involve regular contact with people with a lived experience

Skills and Abilities:

- Ability to keep up-to-date with new and relevant legislation.
- Able to support business planning.
- Ability to communicate effectively verbally and in writing.
- Team working skills.
- Good numeracy skills
- Ability to use, and learn use of, IT systems.

- Ability to quickly assimilate SBC policies and procedures surrounding the contracting process and to understand the pressures of purchasing.
- Able to use own initiative, think laterally and to take a problem-solving approach to support the purchasing of services.
- Able to investigate and resolve complaints and extract learning opportunities.
- Able to analyse complex data and produce management information, reports and make recommendations.
- Able to support providers to identify and understand changes in social care and health practice.
- Able working with providers to transform their services in line with changes in social care and health practice.
- To be able to appropriately represent SBC in a professional manner during meetings and other events.
- To be agile, resilient and be able to adapt to change when required.

<u>Job Scope</u>	Budget Holder	Yes/No
Number and types of jobs managed • None however the role is dependent on the relationships and influence with all of the adult social care market providers Typical tasks supervised/allocated to others • Close working and collaboration with Commissioners and Quality Team • Contributes to full delivery of performance monitoring and all associated contractual functions.	Budget: None	

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	