

## **JOB DESCRIPTION**

**TITLE:** Commissioning and Quality Manager

**POST NO:** PREF103583

**DEPARTMENT:** Commissioning and Resources

**DIVISION:** Children Families and Education

**RESPONSIBLE TO:** Senior Commissioning Manager

**GRADE:** M3

### **PURPOSE OF POST:**

The post holder will be a manager in the commissioning and resources services within the Children Families and Education directorate and will project lead, manage, implement, quality assurance and monitor both specific and cross cutting commissioning intentions and implementation plans. The post holder will commission programmes, performance manage and assure delivery to scale within agreed time scales in accordance with procedure to ensure effective service redevelopment, pathway redesign as appropriate to meet national and local objectives/outcomes.

The post holder will lead on specified contracts in the, commissioning and resources department to meet key objectives and themes within Luton's Sufficiency Strategy and joint commissioning plans. Services to be commissioned will be for the Local Authority.

The post holder will coordinate and facilitate the involvement of stakeholders to ensure that service providers, commissioners, service users and their carers have a strong voice in all areas of service planning, commissioning and the delivery of services.

The post holder will deputise for the Senior Commissioning Manager as appropriate in line with the area of responsibility.

Ways of working are described in further detail in the departments' standards operating policies and procedures. .

## **ORGANISATION CHART**

### **Appendix 1 Structure Chart**

## **PRINCIPAL RESPONSIBILITIES:**

- |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 1.  | Provide or where appropriate lead project development, implementation and monitoring of Commissioning Strategies, commissioning intentions and implementation plans which meet the needs of the children in Luton. Be aware of, and act within, Council Standing Orders and appropriate legal frameworks, statutory legislation, statutory directions and guidance.                                                                                                                                                                                                                                                                                                                                                                                                                                            | 10% |
| 2.. | Undertake a range of assets and needs analyses, resource mapping, service reviews, quality assurance and value for money evaluations to ensure that commissioning is needs led, evidenced based, outcome focused and cost effective. In consultation with the Senior Commissioning Manager support market development with the consideration of the total resources available for commissioning, including community assets and non-council resources and ensure services are delivered within budget. Maintain an understanding of market issues in relation to work packages and work with others to ensure that a diverse and effective market is encouraged and develops to meet changing needs.                                                                                                           | 20% |
| 3.  | Engage and involve diverse communities, service users and stakeholders at every stage of the commissioning cycle. Undertake thorough options appraisal drawing on best practice and available evidence to make recommendations for commissioning of new vehicles or service models or for the decommissioning of activities. Assist with ensuring that commissioning intentions and implementation plans are planned, coordinated, developed and delivered effectively where appropriate, guaranteeing sustainability of all commissioned services. Monitor partner organisations to ensure that they deliver against performance indicators, demonstrate impact, cost effectiveness and promote independence, respect and choice. Make suggestions for improvement to ensure that service objectives are met. | 10% |
| 5   | Lead on the monitoring of children services contracts , and cross cutting implementation plans and work plans including those arising from specific Commissioning Strategies within the portfolio.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 20% |
| 6.  | Assist with co-designing, specifying and managing contracts/client relationships where identified – encouraging and enabling contractors/providers to engage in the cooperative borough and wider outcomes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 10% |
| 7.  | Monitor and review commissioned activity outcomes, evaluating impact and quality assurance of services to support commissioning including providing and receiving highly complex, sensitive or contentious information, then presenting complex, sensitive or contentious information to providers/NHS/LBC etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 20% |
| 8.  | Ensure the delivery of a portfolio of contracts within available resources. Provide financial scrutiny for delegated budgets including commissioned services, and pooled budgets and ensure governance arrangements operate effectively in terms of overseeing the development of commissioning frameworks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 10% |

## **DIMENSIONS:**

Supervisory Management

The post holder will deputise for the Senior Commissioning Manager and manage other staff as appropriate

Ensure the development of cultural competence within service provision to meet the diverse needs of Luton's population.

Work with line manager to identify appropriate personal development plans

Budget Responsibility: - Direct responsibility circa £1 Million and the postholder will be expected to contribute to the process to develop, challenge and review arrangements for support and care which may involve expenditure of many millions of pounds.

Physical Resources: None

**Other:**

This post provides leadership in specified areas and is required to interpret Government policy and/or guidance and initiate appropriate action to ensure implementation at a local level, meeting the needs and working with the assets of Luton's population.

The post requires sensitivity and from time to time the post holder may have to deal with members of the public who are distressed and emotional about their health. The post holder will also present complex, sensitive or contentious information to large groups.

**CONTEXT:**

The complexity of commissioning and procurement challenges cannot be delivered solely by the directorate, and require joint work across health and local authority services. The role of commissioning and procurement is to provide evidence, intelligence, foresight, and strategic direction to improve, outcomes for children showing the interconnectedness of action and support those whose key role is to deliver the improvements needed.

This requires the post holder to:

- Provide leadership ;
- Develop new operational policies and strategic collaboration for Childrens Services
- Commission effective programmes and assuring delivery to scale;
- Understand and work with local communities to bring about sustained behaviour change and;
- Work across the borough to influence improvement

The post holder will identify and be able to understand the needs of the local population, work with partners to influence improvement and standards of delivery. . The post holder will be required to deputise for the Senior Commissioning Manager to whom they report when required and line manage staff, where appropriate.

The post holder will coordinate and contribute towards the delivery of the departments priorities to improve outcomes as measured by our local outcomes frameworks. :

1. Partnership working with a range of teams across local government, the NHS, local communities and the voluntary sector to take every opportunity and maximise the use of resources.

2. Deliver scaled action on 'what works', working with providers across public, private and the voluntary sector through contracts, collaborations and joint ventures.

The post holder requires a degree of independent working as directed by their line manager and will need to take initiative, have good communication skills both verbally and in writing, and have the ability to deliver operationally. The post holder will need to establish and maintain a range of key stakeholder relationships in order to support the business needs of the organisation. The role will help develop the operational responses to priorities of the department.

This post holder will influence and develop partnerships with key stakeholders to produce annual work programmes.

The post holder will need to understand commissioning and procurement and communicate it to others. He/she/they will liaise closely with colleagues across the Council and through partnership structures to ensure that strategic and commissioning plans and delivery meet the needs of Luton's diverse population as outlined in the JSNA, Sufficiency Strategy and Luton 2040 Vision.

Research and analytical components to this post require the post holder to be able to deal with facts or situations requiring analysis, interpretation, and comparison of a range of options. The post holder will be required to scrutinise and evaluate both quantitative and qualitative data and research evidence from a range of sources and suggest recommendations to inform decision making which has long-term impact. He/she/they will evaluate new programmes and models of support, where appropriate.

The post holder will be expected to be able to cope with changing demands, and to meet tight deadlines. A level of intellectual rigour, negotiation and motivation skills and flexibility are required to deal with complex issues, to advise and make recommendations regarding services and patient care. A high level of tact and diplomacy is required and an ability to understand other cultures to enable effective working across organisational boundaries and influencing without authority.

The post holder will work in close collaboration with other members of the department to ensure there is a co-ordinated and joined up approach and that skills and experience are used to best effect. They will support the production of annual work plans, which are monitored collectively and reported through the Senior Management Team and Departmental Management Team meetings.

### **Agile (Smarter) Working**

The Council needs to provide its services more cost effectively and this will mean a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working from home.

### **Integration of Equalities Principles:**

The post holder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect the Council's commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town.

### **Physical Effort:**

Standard office based skills, driving and keyboard skills, use of training and presentational equipment.

### **Working Environment:**

Office based with requirement to visit a range of council and other establishments across the borough. There is also a requirement for the post holder to be able to attend national and regional groups and undertake site visits within the UK, where appropriate.

Occasionally the post holder will be required to work outside normal office hours to meet operational requirements.

## Person Specification

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the organisation.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

| Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria. |                                                                                                                                                                                                                          |              |                                                                                                                                                         |              |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Attributes                                                                                                                                           | Essential                                                                                                                                                                                                                | How Measured | Desirable                                                                                                                                               | How Measured |
| <b>Experience</b>                                                                                                                                    | Demonstrable experience of commissioning and commissioning cycle or managing services and complex projects including performance management.                                                                             | 1,2          | Experience of leading change in complex organisations or partnerships in the public/voluntary sector.                                                   | 1,2          |
|                                                                                                                                                      | Experience of programme, project and change management and experience of developing operational policies and procedures.                                                                                                 | 1,2          | Experience of working in partnership across Health and Social Care to improve outcomes for service users.                                               | 1,2          |
|                                                                                                                                                      |                                                                                                                                                                                                                          |              | Experience of conducting service reviews and health needs assessments.                                                                                  | 1,2          |
| <b>Skills/Abilities</b>                                                                                                                              |                                                                                                                                                                                                                          |              |                                                                                                                                                         |              |
| <b>C</b>                                                                                                                                             | Able to analyse and manipulate data to produce defined information products in order to inform strategies and plans and self-sufficient in the use of Word, Excel, Power Point, Database Creation and Internet research. | <b>1,2,5</b> | Able to solve problems and overcome barriers to progressing work programs and project plans.                                                            | 1,2          |
| <b>C</b>                                                                                                                                             | Ability to influence people and direct change within service delivery and develop positive relationships with a range of partners and stakeholders.                                                                      | 1,2          | Ability to understand financial implications of change projects across organisations and to manage volatile budgets, delivering services within budget. | 1,2          |
| <b>C</b>                                                                                                                                             | Ability to plan and deliver a range of activities, formulate and adjust strategies and plans.                                                                                                                            | 1,2          |                                                                                                                                                         |              |
|                                                                                                                                                      | Effective interpersonal, presentation, facilitation skills and                                                                                                                                                           |              | Ability to evaluate and improve                                                                                                                         |              |

|                                               |                                                                                                                          |                         |                                                                                                                                                                                                                                                                                                                                                                                     |                                             |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
|                                               | ability to influence and persuade others and to deliver results.                                                         | 1,2                     | organisational performance and motivate teams in accepting and embracing change.                                                                                                                                                                                                                                                                                                    | 1,2                                         |
| <b>Equality Issues</b>                        | Knowledge and understanding of equality issues including in commissioning services.                                      | 1,2                     | Lead by example, role modelling ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports the Councils values.                                                                                                                                                                                        | 1,2                                         |
| <b>Specialist Knowledge</b><br><br><b>C</b>   | Demonstrable knowledge and understanding of key aspects of the Commissioning Cycle.                                      | <b>1,2,5</b>            | <p>Understanding of the theory and practice of evidence based decision-making and experience of implementation.</p> <p>Knowledge of local and national NHS and other relevant data sources and issues of data quality.</p> <p>Knowledge of key legislative requirements relevant to the role.</p> <p>Demonstrable knowledge of performance management and contract negotiations</p> | <p>1,2</p> <p>1,2</p> <p>1,2</p> <p>1,2</p> |
| <b>Education and Training</b><br><br><b>C</b> | <p>A relevant Postgraduate Degree or equivalent</p> <p>Undertake a programme of continuous professional development.</p> | <p>1,2,4</p> <p>1,4</p> | <p>Membership of a relevant professional body</p> <p>A Project Management qualification or equivalent experience.</p>                                                                                                                                                                                                                                                               | <p>1,2,4</p> <p>1,4</p>                     |

|                                           |                                                                              |   |                                                                                          |   |
|-------------------------------------------|------------------------------------------------------------------------------|---|------------------------------------------------------------------------------------------|---|
|                                           |                                                                              |   |                                                                                          |   |
| <b>Other Requirements</b><br><br><b>C</b> | Able to attend site visits/meetings throughout the Borough and local region. | 1 | Able to occasionally work outside office hours as determined by the needs of the service | 1 |

**(1 = Application Form   2 = Interview   3 = Test   4 = Proof of Qualification   5 = Practical Exercise)**

We will consider any reasonable adjustments under the terms of the Equality Act 2010, to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018).

### **Supporting Statement**

**For your Supporting Statement please ensure you answer the following questions.**

Tell us about your relevant experience, providing examples to demonstrate how you meet the experience criteria on the person specification.

Tell us about your skills & abilities, providing examples to demonstrate how you meet the skills and ability criteria on the person specification.

Tell us about your specialist knowledge, education and training relevant to this role as stated on the person specification.

Knowledge and understanding of mechanisms to reduce health inequalities and understanding of equality issues including in commissioning services.

Tell us how you are able to meet the other requirements as stated on the person specification.

