JOB DESCRIPTION

Job Title	Strategic Commissioning and Systems Development Lead
Service/Section	Integrated Commissioning
Grade	PO6 / Band 7
Directorate	Health and Adult Services (RBG) / Children's Services (RBG) and NHS South East London (ICB)

Introduction

The Royal Borough of Greenwich Council and the South East London Integrated Care Board have come together to create an integrated approach to commissioning services within Greenwich, this postholder has a key role in implementing this new approach.

Equality and Diversity

RBG/ICB are committed to providing services and employment to a community with an increasing variety of backgrounds. To do this effectively it is essential that we promote equality and, pro-actively tackle discrimination and treat everyone with dignity and respect.

Disability Confident Employer

We are a Disability Confident Employer and support the guaranteed interview scheme and use of the Government's Access to Work Scheme.

We welcome applications from all sections of our community including from people with lived experience and/or knowledge of disability or social exclusion.

Background

Greenwich is ambitious in the impact it seeks to secure for residents, communities, partners, local businesses and staff.

We want to ensure that in Greenwich, people's health, care, learning, wellbeing and relationships support them in living their best lives.

To do this we need to be commissioning for **transformational change** in the way we deliver our services for people, neighbourhoods and place.

Our ambition is to enable our residents, providers and other stakeholders to **co-design** the development of our services, based on **what matters most** to Greenwich people.

This will mean a far greater focus on **local services, join-up, outcomes, collaboration and impact.**

Preventing avoidable poor outcomes, promoting and **protecting** good health, learning, safety and wellbeing and tackling health and care **inequalities** will remain key priorities.

In moving towards delivering its ambition the postholder will work towards commissioning being;

- Aligned to people and neighbourhoods,
- Outcome-based, rather than activity-focused,
- Focused on standing in the shoes of people who rely on care and support, or who may do in the future, to understand and commission what matters to them, and
- Co-created, working with other public sector and community partners, potential providers and, most importantly, residents
- Focused on creating join-up within and across all of our services.

It is important to recognise in order for this new approach to commissioning to be successful, post holders will need to be agile and flexible responding to legislation, market developments and residents needs and whilst posts will be aligned to a certain portfolio of work, it is likely that commissioning posts will change over time along with portfolio domains.

Through our co-produced approach to commissioning, the postholder will deliver the agreed the functions of commissioning and the activities that will need to be delivered as part of those functions. We strive to achieve this in partnership with local people, NHS commissioners, the ICB, neighbourhoods, other councils and providers. To achieve this the postholder will be working closely with colleagues from across the system e.g., procurement, legal and business support. This promotes a person-centred, place-based and outcomes focused approach across our whole local system.

1. Job Purpose

Manages up to 6 directly managed staff.

To be responsible to the Head of Integrated Commissioning and Systems Development.

The Postholder will be responsible/ accountable for:

I. Developing and implementing our commissioning approach for adults and on occasions across age ranges across the Council and the NHS, which enables strong partnerships and high-quality services that support Greenwich residents to lead healthy, fulfilling and independent lives.
II. Supporting colleagues through partnership and co-production, continued design and implementation of our new integrated commissioning framework for adult/children's services that incorporates appropriate governance structures, and which supports an integrated, outcome focused approach to health and social care.
III. Working collaboratively with the market, residents and colleagues across the system to implement transformational change through commissioning for outcomes and market management, including further integration of health, care and other forms of support.
IV. To be accountable to the HOS and responsible for the development of strategic commissioning action plans in line with our commissioning approach for the borough.
V. To be responsible for contract management and performance of a specific range of business and operational services, that support the delivery of the Council and ICB's statutory duties and promote well-being, independence and choice.
VI. Assure the Council and ICB achieves efficient services and value for money across all commissioned services.
VII. The Strategic Commissioning and System Development Lead will have responsibility for delivering all commissioning activities in high value projects and will be accountable for activities officers including Senior Lead Officers and Lead Officers is competent to deliver.

2. Main Duties

1. To be the strategic commissioning lead for services for adults/children with the direct responsibility for strategic management you will be aligned to some of the following commissioning functions:
    - Early help and social care commissioning and system development – children
    - Mental health and SEND commissioning and system development – children
    - Home first, early help and aging well – adults
    - Working age adults with disabilities and complex care/MH/Autism – adults

Policy, Service Development, Transformation and Re- design

2. To be the nominated lead on specific policy areas and strategic development.
3. To work with service users, to put in place mechanisms that ensure service user feedback is a key aspect of service monitoring and that the service users are engaged with commissioning and future planning.
4. Responsible for developing a strategic level understanding of local demand and future trends and developments in the needs of the population, using a range of techniques, including interpretation of data, focus groups with service users and providers and desk top research.
5. Interpret and apply legislation, guidance, local and national priorities to inform the development of plans and strategies and advise colleagues, partners and senior managers; make informed commissioning decisions that are good value for money, address local need and outcomes and deliver local priorities.
6. To work collaboratively with partners and residents to develop outcome focused strategies and service specifications with clear priorities and targets for achievement that support strategic development.
7. To work with other teams and partners to lead and manage time-limited projects as required, for example, transformation projects and procurements.
8. To work collaboratively with residents to plan and support the implementation of transformational pieces of work, including the commissioning of services in response to various reforms across children and/or adult services.

Financial and Physical Resources

9. Be responsible for financial planning and budget areas relating to key client groups and services.

10. To review and make effective interventions where there are known financial and budgetary issues.

Collaboration, Communities and Relationships

11. Develop relationships and work collaboratively with stakeholders such as colleagues in care management, public health, and service user groups to ensure their engagement in service development.
12. Co-produce and facilitate stakeholder forums and ensure that the forum decisions influence service improvement and lead on ensuring that their concerns are escalate to the relevant senior managers when needed.
13. To establish collaborative relationships with providers and establish networks including provider forums which are managed effectively to implement change and deliver outcomes for Greenwich residents.

Insight and Planning

14. By mapping and reviewing service provision and developing good business relationships with providers in the market, develop an understanding of provider strengths and weakness and identify opportunities for improvement also using best practice.
15. Be responsible for the collation of data, interpreting trends in demand and underperformance of providers and produce performance reports.

Innovation, Quality and Performance Improvement

16. Promote with partners and existing services, innovation and a continuous improvement approach with existing partners or services.
17. In line with our commissioning approach, work collaboratively with providers to trial innovation through working with them to identify and mitigate risk, and evaluate the impact.
18. Co-produce with providers, performance measures and agree the review process. And using timely data work with them to develop action plans for improvement or to accommodate change where required.
19. To develop strategic borough and service specific plans with partners where services do not meet minimum quality standards and develop contingency plans.
20. To continuously adapt services and improve outcomes through working with residents to scrutinise and problem solve, reflect and evaluate current provision.
21. To implement quality management and the development of quality characteristics which guide how services will be provided.

Setting the Staff for success

22. To support the Head of Service to drive change through providing inspired consistent and effective leadership.
23. Using the commissioning competency foundations tool kit, effectively manage and support all staff under their management to optimise their impact on delivery, and present value for money.
24. Develop the internal and provider workforce through effectively leading, managing and influencing. #

3. Other Duties and Responsibilities

If you are employed by RBG, the following terms and conditions apply:

25. To undertake any other work appropriate to the level and general nature of the post's duties.
26. Where necessary for the job role or appropriate for continued development in the role, the postholder may be required to participate in training and development courses made available via the Council's or ICBs Apprentice Levy funding.
27. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's and ICB's Equal Opportunities and wider policies.
28. To perform all duties in line with ICB and Council's and staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
29. To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
30. Responsible for providing mentoring opportunities to junior staff (e.g., graduates, apprentices etc.)
31. This post requires a Standard DBS and will be supported by Safer Recruitment tools.
32. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

If you are employed by the ICB, the following terms and conditions apply:

Mobility	The post-holder is contracted to work at any appropriate South East London ICB /RBG office as necessary for the delivery of the functions of this role.
Just Culture	RBG and the ICB are committed to ensuring that people related matters are resolved as early and as informally as possible and that recourse to formal action under any of the HR policies and procedures is only where necessary. This supports the principles of a **just culture**, where people are encouraged to come forward when things go wrong and supports those who make honest mistakes. The fair treatment of staff supports a culture of fairness, openness and learning and by enabling staff to feel confident to speak up when things go wrong, rather than fearing blame. The post holder will perform all duties in line with ICB/ RBG values including showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
Equality & Diversity	Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat their colleagues and others they may interact with dignity and respect.
Sustainability	SEL/ ICB is committed to contributing to a net zero NHS, in line with national Greener NHS ambitions. Our

	contribution will be made by delivery of the ICS Green Plan (https://www.selondonics.org/wp-content/uploads/2022/06/ICS-Green-Plan-2022-2025.pdf). Everyone's contribution is required in order to meet the goals set out in our Green Plan and we encourage all staff to work responsibly; embedding sustainability into their core work and minimising their contributions to carbon emissions, waste and pollution wherever possible.
Raising Concerns	Staff may on occasion have genuine concerns about healthcare matters and consequently the RBG/ICB endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary, using the relevant 'whistleblowing' policy.
Data Protection	To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies. RBG and the ICB are registered as a data controller under the Data Protection Act 2018/General Data Protection Regulations. All the personal information we hold, obtain, record, use and share as an organisation is governed by this Act and Regulation. As an employee of the ICB/RBG you have a legal responsibility for all personal information you handle and must not at any time use the personal data in a way incompatible with the guidelines stipulated in this act. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act and the General Data Protection Regulations, then you must contact your Line Manager.
Records Management	As an employee of the RBG/ICB, you have a legal responsibility for all records you work with e.g., service users/resident/patient records, financial records, personal, administrative etc that you gather or use as part of your work within RBG/ICB.

	The records may be held in a variety of formats such as paper, electronic, microfiche, audio, and video tapes, etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.
Confidentiality	In the course of your employment, you will have access to confidential information relating to the ICB/RBG'S business, residents/service users/patients and its staff. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the organisation's interests. Information which may be included in the category which requires extra consideration covers both access to the general business of RBG/ICB and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties, you should seek advice from your Line Manager before communicating such information to any third party. Confidential information should always be treated according to the RBG/ICB's rules on confidentiality. Any inappropriate disclosure may be subject to RGB/ICB's disciplinary procedures.
Information Governance	ICB/RBG staff must keep up-to-date with the requirements of Information Governance and must follow RBG/ICB policies and procedures to ensure that RBG/ICB information is dealt with legally, securely, efficiently and effectively. Staff must appropriately manage all the Information they handle during their employment with the RBG/IICB, making the information available for sharing in a controlled manner, subject to statutory requirements and the RBG/ICB Information Governance Policy, and formal Information Sharing arrangements.

Health & Safety	Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligations under the RBG/ICB's Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.
Infection Control	ICB/RBG staff are responsible for protecting themselves and others against infection risks. All staff, regardless of whether clinical or not, are expected to comply with current infection control policies and procedures and to report any problems regarding this to their managers. In relation to NHS work, all staff undertaking patient care activities must attend infection control training and updates as required by the ICB.
Financial Regulations	All staff are responsible for the security of the property of the ICB/RBG, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Anti Bribery Policies.
Safeguarding Children & Vulnerable Adults	All employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults. Compliance with mandatory and statutory training requirements is an essential requirement of all employees. This post requires a Standard DBS and will be supported by Safer Recruitment tools.

Risk Management	Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility. Responsibilities of staff regarding risk management are outlined more fully in the Risk Management Strategy. Staff are responsible for ensuring that they are aware of those responsibilities You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within RBG as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.
Code of Conduct	The Department of Health's Code of Conduct for NHS Managers has been adopted by the ICB for all Director-level and senior management posts. This requires the post-holder to comply with the Code and for their actions to demonstrate a commitment to the Code. In particular, the post-holder must: • Make the care and safety of patients their first concern and act quickly to protect patients from risk. • Respect the public, patients, relatives, carers, RBG and NHS staff and partners in other agencies; • Be honest and act with integrity; accept accountability for their own work, the performance of those they manage and of their own organisation; • Demonstrate their commitment to team working by co-operating with all their colleagues in the NHS and in the wider community.
Acceptance of Gifts and Hospitality	The conduct of staff in public service should be scrupulously impartial and honest and, in this context, any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.

Use of new Technology	RBG/ ICB are making increased use of computer technology. Most employees (both clinical and non-clinical) are expected to use automated information systems in their work to improve quality and co-ordination of services, to enable faster and more certain communication. Necessary training will be provided. Compliance with the Data Protection Act 1988, Information Governance and the relevant Computer Usage Policy is expected.
Civil Contingencies Act 2004	All staff will note the Organisation's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004). Ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency. (For managers and supervisors).
Smoking or Vaping	Smoking/Vaping by staff, patients, and visitors, is not permitted anywhere on ICB/RBG premises.
General	The post holder: • may be required to work at any of the ICB/RBGs sites in line with the service needs. • has a duty to create, maintain and enhance effective working relationships, both internally and externally This job description provides an outline of the tasks, responsibilities and outcomes required of the role. The job holder will undertake any other duties that may be required which are consistent with the grade and responsibility of the post. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description reviewed regularly during employment.

Person Specification

Job Title	Strategic Commissioning and Systems Development Lead Learning Disabilities / Partnerships/ Mental Health and Complex Care / Partnerships / Transitions and Autism across Children and Adults
Grade	PO6 / Band 7
Service/Section	Integrated Commissioning
Directorate	Health and Adult Services (RBG) / Children's Services (RBG) and NHS South East London (ICB)

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	**Essential/ Desirable**
Knowledge	
• In depth knowledge of the health and care system and the relationships with both local and national government priorities.	E
• Good knowledge of health/care policy and practice along with experience of its implementation gained in a health or care setting.	E
• Good knowledge of service design, behavioural science and transformation tools and strategies that drive improved outcomes for people.	E
• Thorough knowledge of legislation, including the Health and Care Act 2022, the Care Act 2014, the Children's and Families Act 2017, and the Mental Health Act 1983, Deprivation of Liberties, statutory regulations and government guidance, and standards relevant to planning, commissioning, procuring, safeguarding and quality assurance. This includes familiarity with regulations governing services for adults and/or children and young people.	E

• Excellent understanding of national priorities for services for adults or children, young people and families. • Sound awareness of vulnerable and under achieving residents.	E E
Skills and Abilities	
• Ability to understand and interpret a range of qualitative and quantitative data, including financial information. • Ability to manage knowledge and lead on the assessment of need, identify gaps and forecast demand. • Able to lead the engagement with all stakeholders, including service users/carers. • Ability to develop and manage projects and programmes which are outcome focused and stakeholder led. • Ability to communicate effectively and accurately at all levels, including ability to write reports, business cases, briefings, and present information clearly in meetings and events. • Excellent interpersonal, negotiation and influencing skills to effectively engage a wide range of internal and external stakeholders across the system and maintain credibility and the confidence of colleagues. • Ability to adopt a systems leadership behaviour and implement these values across a complex health and care system to influence and effect system change. • Ability to work collaboratively with partners, and residents in the implementation of transformational design/re-design (with or without procurement routes). • Ability to develop, strategies to acquire market intelligence and use this to stimulate the market through prioritising needs and resources, and enable the development of a thriving, stable market including micro-markets. • Ability to manage the development of a diverse, sustainable market maximising value for money including understanding of wider strategic issues such as workforce development. • Ability to lead and enable innovation and continuous improvement though learning from the evaluation of outcomes collected through co-production.	E E D E D E E E E D D

Experience	
• Experience of managing political sensitivities and supporting change.	E
• Significant experience of the health or care sector at a senior level including experience of service management or commissioning, staff management and performance monitoring.	E
• Experience of managing teams of professional and specialist staff within a performance management culture.	E
• Experience of inter-agency and collaborative working across organisational boundaries at all levels and with different professional groups.	D
• Substantial experience of facilitating and leading co-production and innovation across all commissioning functions.	D
• Experience of enabling the co-production of outcomes with people we support, their family and neighbourhood.	D
• Experience of managing the reviewing of current service and demand, flow and pathways and undertaking gap analysis.	D
• Experience of contributing to highly complex transformational change programmes and associated projects, which includes business case development.	E
• Experience of leading on the co-production of an implementation / procurement route and plan with stakeholders.	D
• Demonstrable experience of effectively managing, influencing and developing the internal and provider workforce. Including them through risk mitigation to trial innovations.	D
• Experience of supporting the sustainability of the market in Greenwich including ensuring quality, and a suitably skilled workforce	D
• Experience of working with providers to successfully deliver provision through effective performance management and being involved addressing poor performance and decommissioning services.	D
• Experience or a demonstrable understanding of planning and commissioning issues for vulnerable children, young people and families.	D
• Experience of contributing to the recruitment and retention and career development of RBG /ICB and provider workforces.	D

Equal Opportunities	
• Understanding of and commitment to the Council's and ICB equal opportunities policies and ability to put into practice in the context of this post. • Understanding of and commitment to achieving the Council and ICB staff values and ability to put into practice in the context of this post.	E E