JOB DESCRIPTION

Job Title	Senior Commissioning Development Officer
Service/Section	Integrated Commissioning
Grade	PO4
Directorate	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 approach.

Equality and Diversity

RBG is 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.

Background

Greenwich is ambitious in the impact it seeks to secure for residents, communities, partners, local businesses and staff. Our co-designed vision for commissioning in Greenwich as a place is:

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 our vison and 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,
- Co-created, working with other public sector and community partners, potential providers and, most importantly, residents, and
- Focused on creating join-up within and across all of our services.

We are now moving from organisationally driven commissioned service provision to system-based, joint, tailored and prioritised commissioned interventions. The postholder will work with colleagues across the Integrated Commissioning Partnership including Children, Health and Social Care and Public Health as well as colleagues from across the wider system. It is important to recognise in order for this approach to commissioning to be successful, post holders will need to be agile and flexible responding to legislation, market developments and resident's needs. 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. The postholder will deliver flagship projects to implement our new approach.

1. Job purpose

Manages up to 1-2 directly managed staff.

To be responsible to the Head of Commissioning Practice and Development

The Postholder will be responsible/accountable for:

i. Leading on the delivery of good outcomes for service users through working collaboratively with stakeholders to promote continuous improvement, ensuring that services are safe and of good quality.
ii. Implementing the Greenwich commissioning approach to Children's Services across the Council and the NHS, by leading on the co-design with service users and internal teams, on the development and evaluation of services.
iii. Leading on the monitoring of the quality-of-service provision and through working collaboratively with other teams, ensure our delivery partners are providing a service in which continuous improvement is integral to their delivery.
iv. Leading the development of a monitoring programme with partner involvement, to ensure positive outcomes and which collects this information at an individual, service and population level.

2. Main duties

1. To be the Senior Commissioning Development Officer with direct responsibility to produce action plans for the borough, and contract manage performance of a specific range of business and operational services that support the delivery of the Council's statutory duty to vulnerable children and young people.

Policy, Service Development, Transformation and Re-design

2. Planning and developing briefings, including the development of a communications strategy, ensuring a wide range of audiences including the community and members are kept informed.
3. Through co-production with partners, staff and residents across all commissioning functions, manage and enable continuous improvement and promote innovation.
4. Lead on the management of time limited projects such as transformation projects.

5. Develop plans and strategies in collaboration with partners to ensure that intelligence about service provision is gathered effectively and information-sharing processes are in place to provide early identification of risk or safeguarding issues.
6. Work with partners using qualitative and quantitative information to analyse the quality of the local market identifying trends/patterns of poor quality, and areas of good practice.
7. Manage knowledge, identify gaps in commissioned service provision and assess and prioritise needs and resources.

Financial and Physical Resources

8. Assure the Council and ICB achieves efficient services and value for money across all commissioned contracts.
9. Be responsible for financial planning and budget areas relating to key client groups and services. Review and make effective interventions where there are known financial and budgetary issues.
10. Work with providers to ensure the consistent delivery of outcomes through performance management processes and to act if required if these outcomes are not being delivered.

Insight and Planning

11. Lead on informing commissioning plans and other policy developments by working with partners to analyse the effectiveness of services through the collection and collation of needs and contract monitoring data.

Collaborative, Communities and Relationships

12. Promote the engagement of the community and service users and their families in the evaluation of services; put mechanisms in place to ensure service user feedback including those who find it hard to have their say.
13. Establish collaborative relationships across the range of commissioning and service user group areas to support the Council and ICB in delivering statutory duties, including in relation to safeguarding, provider failure and market management.
14. Facilitate and enable the co-production of outcomes with people we support, their families and neighbourhood etc. Improve outcomes through scrutinising problem solving, reflecting and evaluating with individuals who we support.

Service Innovation, Quality and Performance Improvement

15. To ensure that all commissioned services deliver a person-centred, strengths-based approach that engages individuals in their care and support, promotes independence, choice and control and puts dignity at the heart of delivery.
16. To support the relevant leadership to pursue the highest standards of care, and by working collaborative with Care Quality Commission (CQC), Ofsted, and other relevant inspectorates ensuring full compliance with all relevant standards and the ICB and Council's procurement, contract and finance standards to secure best value services.
17. To work with stakeholders, to establish a strategic framework for quality assurance and development of a systematic approach to the assessment of quality indicators for care and support services to drive up service standards and avoid risk of poor-quality care.
18. To work with service providers to identify areas of concern quickly and develop action plans for improvement and through leading on the co–design with key officers in the event of provider failure, deliver strategic action plans.
19. Stimulate, through working with partners and providers to achieve maximum value for money and the development of a thriving, stable market by assessing the market, and forecasting demand.

Setting Staff Up for Success

20. Ensure that service providers are committed to and deliver workforce development.
21. Use the Greenwich competency foundations tool kit, effectively manage and support all staff under their management to optimise their impact on delivery, and present value for money.
22. Implement an ethos of high performance and commitment within their staff team through promoting continuous personal and professional development.

3. General Duties and Responsibilities

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

23. To undertake any other work appropriate to the level and general nature of the post's duties.

24. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's or ICB Apprentice Levy funding.
25. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the ICB and Council's Equal Opportunities and wider policies.
26. To perform all duties in line with Council's 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.
27. 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.
28. To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG and ICB policies and procedures.
29. Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc).
30. This role will require a standard DBS as it will work with residents and service users to develop services and also seek feedback.
31. To undertake supervision/management of staff as and when required.
32. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the ICB or Council as the Council and ICB may reasonably direct to meet service user demand in the event of a crisis or emergency.

Person Specification

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

Criteria	**Essential/ Desirable**
Knowledge	
• Educated to Post-graduate diploma level in relevant subject or equivalent level qualification or significant experience of working at a similar level	E
• Evidence of continued professional development	E
• In-depth knowledge of the health and care system and the relationships with both local and national government priorities.	E
• Substantial knowledge of health/care policy and practice along with experience of its implementation gained in a health or care setting.	E
• Knowledge of legislation, including the Health and Care Act 2022, the Care Act 2014, the Mental Health Act 1983 and Children's and Families Act 2017, Deprivation of Liberties, statutory regulations and government guidance, and standards relevant to planning, commissioning, procuring, safeguarding and quality assurance.	E

• Knowledge of managing information governance successfully involving services or teams from across different organisations. • Excellent understanding of national priorities for services for children and/or adults. • Sound awareness of vulnerable and under achieving residents.	E E E
Skills and Abilities	
• Excellent interpersonal, negotiation and influencing skills to effectively engage a wide range of internal and external stakeholders. • Develop and maintain credibility and confidence of colleagues, both internally and externally and able to work collaboratively with partners across the system. • Ability to adopt values and behaviours that align to the Greenwich commissioning vision and systems leadership approach. • Ability to scrutinise and problem solve, reflecting and evaluating with individuals who we support to continuously adapt services and improve outcomes. • Ability to maximise value for money in collaboration with partners across the social, environmental & economic bottom line. • Ability to lead and enable innovation and continuous improvement through co-production and learn from outcomes.	E D E E D D
Experience	

• Experience of working with providers to develop action plans for improvement.	E
• Experience of working with key staff and stakeholders in the event of provider failure to develop strategic action plans and their delivery.	E
• Experience of managing political sensitivities e.g., in the event of provider failure through providing briefings to all relevant parties in collaboration with key officers.	D
• Substantial experience of integrating and developing quality characteristics within service provision to ensure that the ICB and Council meets its statutory duty towards adults and/or children and young people.	E
• Experience of supporting cultural change.	D
• Knowledge and experience of managing information governance successfully involving services or teams from across different organisations.	E
• Knowledge and experience of managing information governance successfully involving services or teams from across different organisations.	E
• Experience of influencing workforce development both externally and internally to ensure that service providers and relevant internal staff are committed and deliver change.	D
• Experience of the health or care sector including, staff management and performance monitoring.	E
• Experience of managing a team of professional and specialist staff within a performance management culture and avoiding poor performance through constructive relationship building.	D
• Experience of inter-agency and collaborative working across organisational boundaries at all levels and with different professional groups.	D
• Experience of facilitating and leading co-production and innovation across all commissioning functions.	D
Experience of being involved in the development and the decommissioning contracts.	E

• Experience of working with providers to successfully deliver contracts through effective performance management. • Experience of contributing to the recruitment and retention and career development of RBG, ICB, partner and provider workforces. • Experience of participating in stimulating a thriving provider market through developing business knowledge with partners and providers of community services • Experience of contributing to risk identification and mitigation, enabling providers to trial innovations.	E D D D
Equal Opportunities	
• Understanding of and commitment to the ICB and Council's equal opportunities policies and ability to put into practice in the context of this post. • Understanding of and commitment to achieving the ICB and Council's staff values and ability to put into practice in the context of this post.	E E