

FINAL

Job Family:	Partnership & Commissioning - Operational Management	Grade:	9
Job Title:	Commissioning Manager (Generic)	Directorate:	CEX
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Role Profile - Details Specific to Job Family

These roles focus on working in partnership with the community to identify outcomes and then to work with third parties and the community itself to design and commission services to best meet the needs of the citizens and communities in Sutton. These roles are accountable for the outcomes but jointly with partners and often with little direct operational control. In order to achieve outcomes, these roles are required to work collaboratively with others, the most common example being commissioning staff that will monitor local partner activity in order to ensure the delivery of high quality results. At the lower levels, these roles undertake specific commissioning for discrete services. At the higher level, these roles set commissioning outcomes across a broad range of thematic services.

Role Profile - Details Specific to Grade

Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with the most complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance.

Roles requiring a level of professional expertise to work with delivery partners to ensure the delivery of a service.

Brief Description of job role and department

To support the delivery of outcomes based commissioning, initially focusing on managing aspects of the delivery of relevant areas using project management principles.

This role involves strategic commissioning, market shaping and management, needs assessment, procurement, service review, quality assurance and performance monitoring of services. The post will also involve being able to work with and robustly manage providers to ensure that the services in place respond to and reflect the outcomes Sutton seeks to achieve for its population, while delivering cashable savings and efficiencies.

The role will deputise for the Lead Commissioner when required.

Representative accountabilities

- Lead on the development of specific policies and procedures to contribute to the continuous improvement in own work area.
- Where relevant co-ordinate the work of a team, either formally or as part of a project to ensure individual and team objectives are delivered.

- Manage individual projects or systems to ensure work objectives are delivered in line with agreed standards and/or statutory requirements.
- Regularly communicate with partners and service providers to share information and build working relationships to support collaborative working.

Budgetary accountabilities

- Supporting the development and implementation of plans to reduce areas of high spend in line with the plans, aspirations and targets set by operational budget holders; deliver cashable savings in support of the delivery of financial targets for outcomes based commissioning through recommissioning and annual expenditure plans and review.
- Regularly reviewing relevant budgetary information for each expenditure area. Use such data to make informed, operational proposals and decisions to relevant budget holders and provider

Specific accountabilities

Strategic Development, Commissioning and Provider/Supplier Management

- Influencing the strategic planning process within the outcome theme by ensuring the Lead Commissioner is advised of national, regional, local priorities, market development and appropriate strategies together with relevant action plans
- Managing the development and implementation of long term strategic plans for services within the outcome. Strategies will include:
 - Priorities for market development e.g. addressing current gaps in the market
 - Priorities for specific service development
 - Priorities for provider development and improvement
 - Specific performance and efficiency targets and plans to deliver these
- Agreeing strategies with the relevant internal stakeholders and senior management team in order to meet the needs of residents, the wider council plan and policy objectives whilst adhering to EU & UK legislation at all times.
- Working with providers as partners in the development and delivery of a portfolio of services that contribute to the delivery of the outcome and sub outcomes including:
 - Sharing market data and needs data from the Joint Strategic Needs Assessment and other analyses in order to ensure that services are developed and delivered in order to meet the evidenced needs of Sutton's residents
 - Encouraging and stimulating provider workforce development to ensure that appropriate skills are developed to meet this objective
 - Jointly enabling and managing the continuous improvement of services

- Managing and maintaining the agreed framework for commissioning for a portfolio of services including:
 - The delivery of high quality planning, commissioning, performance management and improvement processes to drive change, innovation and excellence in outcomes based commissioning in line with national and local priorities
 - Ensuring the use of relevant and robust information relating to the client group, to develop and maintain the understanding of local need
- Partnership with operational managers, peer commissioners and managers (including health and other partners) to secure data, intelligence and evidence to inform commissioning processes
- Maintaining a positive and constructive relationship and two-way dialogue with key operational managers, through a Business Partnering approach
- Strategies which support the delivery of high quality services to contribute to identified needs and outcomes and where appropriate de-commissioning and service re-design for all services
- On-going market development work to engage providers in council priorities, strategies and aspirations
- A strong focus on involving citizens, users and carers in service design and performance management
- Management of major tenders and procurements within the outcome theme, ensuring that all procurement activity complies at all times with the council's standing orders
- Leading contract and performance management of a range of commissioned services for the council
- Strong performance monitoring and data quality mechanisms and processes, including audit of performance in line with national standards and performance measures

Provider Management

- Improving supplier and contract management of the key, strategic commercial relationships; maintaining up to date knowledge of best practice and statutory requirements in procurement
- Leading on engaging with providers within the portfolio of services in all required aspects including market shaping, service design and performance management
- Ensuring all contractual arrangements with providers are client centred, with specific targets and outcomes, and clear criteria relating to cost, performance, quality, safeguarding and service user engagement
- Managing cost and performance negotiations with service providers, other councils and partners to secure best value and deliver cashable savings in support of the

delivery of financial targets for outcomes based commissioning through recommissioning and annual expenditure plans and review.

- Ensure that appropriate remedial action is taken when providers or suppliers fail to achieve performance standards; preparing and issuing default notices, termination letters, contract suspensions and embargoes as required
- Implementing and maintaining a service and quality assurance and improvement framework for a portfolio of services (including those purchased by self funders where relevant) with a focus on:
 - Embedding a performance management culture and the promotion of continuous service improvement within the portfolio of services
 - Integrating quality improvement processes with health and other partner commissioners where possible
 - Ensuring safeguarding investigations where necessary are robust and lead to actions to address the performance of the relevant provider
 - Setting clear standards for all services within the portfolio and working with providers to achieve these
 - Where relevant, working with other colleagues in the team to deliver a programme of announced and unannounced inspections of social care services (both commissioned and non-commissioned services), working alongside the council's safeguarding lead where required
 - Managing the risks of provider failure taking pro-active steps to avoid reputational damage to the council by being aware of market conditions and the sustainability of the market in general and providers operating within it
 - Providing open and transparent service quality information available to Sutton's residents to help them make informed choices
 - Supporting the council's emergency planning arrangements

Person specification (knowledge, skills, experience and behaviours required in the role)

- Demonstrable experience in strategy development, market management, commissioning, procurement, service management, contract negotiation and commercial-related roles
- Strong experience of leading teams (including partnerships and joint working) to achieve strategic goals and service improvements with evidence of success in achieving targets and managing performance
- Experience of developing and delivering strategies to reduce spend or create efficiencies
- Experience of successfully using a range of methods to influence and negotiate with suppliers and contractors & of successfully challenging and driving commercial benefits from the entire contracting process

- Excellent communication, negotiating and influencing skills (including excellent presentation and report writing skills)
- Strong knowledge of procurement (including EU regulation, legal and policy context)
- Strong, proven ability to interpret data and use financial analysis skills to deliver efficiencies whether via procurement or contract management
- Excellent and proven project management skills including the ability to successfully manage several tasks and multiple priorities to a successful outcome in an environment requiring tight deadlines
- An understanding and appreciation of the benefits of applying innovative techniques such as behavioural science, an assets based approach and restorative practice to commissioning projects
- Proven ability to plan strategically and develop high quality services with ability to lead activity including high quality provider, stakeholder and service user involvement
- A high level of IT literacy, specifically in spreadsheet development and analysis.
- An understanding of relevant policy and market landscapes.

General

- To work within any of the council's outcomes based commissioning themes (on a short or longer term basis) depending upon the demand and priorities of the services concerned
- To work at any council site in line with the service or outcome needs
- To carry out their duties in accordance with the borough's Equalities and Diversity policy and all other borough and departmental policies
- To participate in a Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising
- To carry out their duties in accordance with the Council's PRIDE values
- To undertake such additional duties as are reasonable within the responsibilities of the post and which the line manager may require
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future