



## ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

### **Commissioning Manager (Commercial and Innovation)**

**Permanent role, based in Kingston**

**Grade J**

#### **Role purpose**

The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs managers who thrive in a networked organisation and who can provide strong operational leadership.

The role reports directly to the Corporate Head of Commissioning, and is responsible for driving innovative commissioning practices that deliver social value for Kingston's communities and supports the development of an 'enterprising' culture across the Council. The postholder will develop effective networks, internal and external to the Council, to identify opportunities to do things differently and support the organisation's continuous improvement.

#### **Key activities**

##### Leadership

- Provides inspirational and constructive leadership to the Commissioning Apprentice to ensure high performance within a networked operating model
- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working
- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this

##### Commissioning and Performance Management

- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the Council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the services in line with demand

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- Manages the performance of the team, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Develops operational plans to ensure that the resources within the teams are used to best effect and impact
- Ensures that the best use is made of financial resources and achieves balanced budgets and income and savings targets, as required.

### Customers and Partners

- Builds strong working partnerships across the public, private and voluntary sectors to enable the service to be delivered in an outcome-focused and efficient way
- Promotes community cohesion and Kingston's commitment to valuing diversity, ensuring the development and implementation of effective social inclusion

### Digital/New Ways of Working

- Continually looks for ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.
- Champions the use of new technologies, particularly Google, to enable modern working practices to thrive.

### Delivery

- To develop and maintain best practice commissioning, procurement and contract management arrangements in the Council, working with staff to review and transform existing practice
- To champion social value and develop a Kingston methodology for evidencing impact
- To develop new and innovative approaches to commissioning including social investment, alternative service delivery models and external funding opportunities
- To support the development, analysis and implementation of commercial opportunities
- To develop the Kingston commissioning learning and development offer
- To identify and share instances of best practice to support the organisation's continued development working in a networked way
- Work with colleagues across the organisation to enhance corporate visibility of external funding revenue streams to inform a more strategic and joined-up approach
- To engage with the the community and external stakeholders to develop the Council's approach to asset based commissioning and to support the Community to leverage additional external funding
- To support the development of improved commissioning capability in the local VCSE and SME sector

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### Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team management and service delivery

### **Corporate responsibilities**

Kingston Council requires managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

### **The person**

In order to successfully deliver the responsibilities of the role, you will need to:

- Have strong leadership skills, modelling a performance culture and constructively building achievement, confidence and skills in others
- Question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment
- Role model agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders including Members, residents, businesses, communities, partner organisations and other public services
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role

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- Demonstrate a high level of innovation and creativity.

### Role specific skills:

- Good knowledge of commissioning best practice
- High level project management and research skills
- Strong analytical and commercial skills
- Experience of developing alternative service delivery models and/or funding streams
- Experience of developing robust options appraisals and business cases
- Ability to move outside current thinking and traditional approaches to develop new ideas and innovative commercially advantageous commissioning solutions;
- Ability to develop and cultivate productive relationships both internal and external to the Council
- Experience of leading or managing change projects

### Our leadership competencies

#### **Leadership**

- Ability to demonstrate successful leadership and build a strong, capable and highly motivated team

#### **Partnering for Excellence**

- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for Kingston Council and the Kingston community

#### **Communication and Influencing**

- An ability to understand and respond to the evolving economic and social environment within which Kingston Council operates
- Seeks, listens to and responds to the views and ideas of staff and customers
- Keeps staff informed of information that affects them

#### **Putting the Customer First**

- Demonstrate a strong commitment to service excellence, customer care and continuous improvement

## ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of Council business

### **Being the Best**

- Support performance improvement by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions

## **Our Values**

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

### Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

### Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

### Smart:

- Commercial acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver excellence