



Senior Commissioner - Supply and Demand

Permanent role, based in Kingston

Grade K

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 Heads of Service within the Commissioning and Transformation team and is responsible for leading, developing and managing the relationships with the market and local providers on behalf Adult Social Care and Community Housing in order to ensure there is sufficient provision to meet local demand

Leadership

- Provides inspirational and constructive leadership to the Commissioning Unit 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
- 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

- Lead on market shaping and development with Health, Social Care and accommodation providers to ensure there is sufficient capacity of the right type to meet demand by using intelligence to anticipate and respond to future demand.
- Lead on market development by designing services and pricing models that incentivise providers to deliver high quality, value for money services that promote the independence and potential of service users.
- Lead on provider engagement using a range of methods to anticipate and address pressures in the market and minimise the risk of market failures.
- Lead on developing and implementing quality standards with the market that promote high quality, person-centred services. Work with the market to monitor the minimum standards and proactively address quality concerns.
- Work with Corporate Heads of Service to develop and maintain appropriate and collaborative relationships with providers and key stakeholders.
- Deputise for the Corporate Heads of Service as required.
- Responsible for delivering the required commissioning activity within the department in accordance with the RBK commissioning framework and standards.
- Responsible for delivering on assigned transformation projects designed to deliver the strategic priorities of Adult Social Care and Community Housing (the department).
- Able to analyse a range of information and inform the commissioning intentions of the department by developing a robust evidence base.
- Oversee and develop business cases, service specifications, performance criteria to underpin the commissioning activity of the department.
- Involve service users in all aspects of commissioning activity.
- Use appropriate commissioning methods to secure the most appropriate provision that will maximise independence and the potential of service users.
- Lead on the contract management of designated contracts across the department ensuring the specified performance, quality, minimum standards and outcomes are met.
- Work with the designated contract providers to address any identified issues relating to the quality, performance, cost and delivery of the contract
- Monitor expenditure against the agreed contract price and ensure the contract provides value for money
- Review contracts in a timely manner
- Work collaboratively with other team members to implement any cross-cutting commissioning and transformational assignments and projects
- Work flexibly to deliver the business needs of the department.
- To take a lead on the departments Operational Commissioning Group and provide highlight reports for a portfolio of work
- Provide reports in a timely way to the management team using the shared departmental reporting tools and systems.

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
- Demonstrate a high level of innovation and creativity.

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
- 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 priorities and values

The Council wants to change its relationship with our communities, our partners and the people we serve. This means:

- Enabling communities to do more for themselves
- Enabling people to be independent and be able to flourish
- Enabling good growth for businesses and our communities to thrive
- Enabling our staff to take decisions and be free of unnecessary bureaucracy
- Enabling us to use our resources and assets – human, physical and financial – to very best effect
- Enabling through services that are ‘publicly designed, not necessarily publicly delivered’

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

Supportive of trying new ideas, with the courage to change direction.

Transparent and connected in all that we think, say and do.

Appreciative of each other, recognising and celebrating success.

Respectful of difference and valuing diversity.