



## ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

### **Commissioning Manager (Strategic Sourcing)**

**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 Service Commissioning and is responsible for providing a professional and customer-focussed service through the successful delivery of commissioning and commercial projects. Postholders will develop and implement innovative approaches to supply arrangements that minimise costs and commercial risk, and deliver cashable savings, whilst at the same time enhancing the services the council provides through added social value.

#### **Key activities**

##### Leadership

- Provides inspirational and constructive leadership to the Commissioning Support Officer 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 lead, manage and monitor the commissioning of high quality services across a range of Council spend areas
- To identify opportunities for cost reduction through the implementation of alternative commercial solutions
- To engage with providers to deliver significant procurement and operational efficiencies, including financial savings
- To understand, shape and manage markets to ensure sustainable services are in place
- To deliver high value/high risk procurement projects including market engagement, tendering, evaluation and contract execution
- To provide professional procurement leadership and advice to stakeholders across the council
- To champion and drive sustainable and ethical procurement including social value
- To effectively manage commercial risks and ensure compliance with internal and external regulations
- To support the development of improved commissioning capability in the local VCSE and SME sector
- To develop and maintain best practice commissioning, procurement and contract management arrangements in the Council, working with staff to review and transform existing practice.

### Equality and Diversity

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

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### **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.

Role specific skills:

- Excellent knowledge of the end to end commissioning cycle

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- Proven commercial skills and evidence of delivering significant efficiencies in a Public Sector organisation
- Substantial understanding of Public Sector procurement regulations and experience of managing OJEU projects
- Well-developed influencing and communication skills for interaction with all levels of internal clients and for conducting commercial negotiations with potential suppliers / service providers;
- Ability to analyse and interpret complex data to identify commercial opportunities
- Professionally qualified in commissioning, procurement or contract management or equivalent experience in a relevant discipline in the public sector
- High level stakeholder management skills and a focus on customer satisfaction
- Ability to move outside current thinking and traditional approaches to develop new ideas and innovative commercially advantageous procurement solutions
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### **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**

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- 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