

## JOB DESCRIPTION

<b>Post Title:</b> Commissioning Support Officer		<b>Group:</b> Wellbeing and Community Health		<b>Office Use</b>
<b>Grade:</b> 7		<b>Workplace:</b> County Hall Based		JE ref: 2896
<b>Responsible to:</b> Senior Manager – Commissioning (Children)		<b>Date:</b> 15 <sup>th</sup> May 2014	<b>Manager Level:</b> N/a	HRMS ref:
<b>Job Purpose:</b>  To support the Senior Manager – Commissioning in the development of commissioning arrangements across the Wellbeing and Community Health Group. This will include playing a key role in the data analysis, monitoring and planning for commissioned services.  To ensure good monitoring, evaluation and quality assurance processes are in place to benefit service users, with a particular focus on value for money.  To be responsible for the development and implementation of specific projects working with partners to ensure the effective monitoring of joint/integrated services and the delivery of key Council efficiency programmes.				
<b>Resources:</b>		Staff	No direct line management responsibility is attached to this post.	
		Finance	To advise and support in delivering value for money improvements. To assist in developing budget monitoring systems and process that facilitate effective spend of budgeted sums and service needs/trend analysis.	
		Physical	To operate key corporate systems particularly finance systems to ensure that service needs are met. Careful use of allocated tools and equipment including a PC Input and maintain key corporate sensitive and confidential financial data and information.	
		Clients	Children and young people whose need fall within statutory and/or universal frameworks, parents, schools and partner agencies involved with children and young people. Internal clients including officers at all levels including Service Area and Senior Managers. Ensure compliance with relevant national legislation, council policies and procedures	
<b>Duties and key result areas:</b>  1) To support the process of developing commissioning solutions to meet identified need within the Wellbeing and Community Health Group. (If follows that need will relate to the physical, mental, social and economic wellbeing of people with an emphasis on children as a client group.) Activity will include collecting and analysing data; writing service specifications; involvement in service reshaping and/or tendering and other procurement processes and managing and monitoring contracts, SLA's etc. It will involve working with internal and external service providers on a standalone or collaborative basis. The range of services to be included will have an emphasis on children's services but will also fall under the broader remit of the Wellbeing and Community Health Group.  2) To support the business planning process, including assisting in the development and implementation of business cases either on a stand-alone or a joint commissioning basis. This will include the need to support in the identification of capacity constraints in existing and new services/processes and the development of strategies to address service gaps whilst paying due regard to both national and organisational policies.				

- 3) To review budgets and resources with commissioned services across the Group with a view to supporting the Senior Manager – Commissioning with commissioning process. This will include de-commissioning services and the redirection of resources to deliver key targets and outcomes as well as identifying areas for efficiency and improvement and making effective use of resources. This may involve the adaptation of established policies and processes to better meet the changing demands placed upon the service e.g. in the development of the processes that support Education and Health care Plans.
- 4) Where appropriate, to negotiate legally binding contracts with external providers ensuring risk transfer, value for money and protection of the Council's interests. This will include the need to be proactive in identifying “value for money” improvements.
- 5) To support the development of robust mechanism's for establishing financial control. This will include developing technical, information and budgetary support systems in order to meet specific requirements.
- 6) To support the development of robust mechanism's for establishing and then performance monitoring the standard and effectiveness of strategic commissioning issues.
- 7) Assist the Wellbeing and Community Health management staff to model, interpret and link commissioning information and financial data ensuring that patterns and anomalies are identified and value for money is achieved.
- 8) To produce detailed and articulate commissioning reports which enable senior managers to make strategic decision and manage resources effectively
- 9) To support the development of relationships across independent, voluntary and public sector partners which promotes participation, involvement and the coproduction of service re-design and review.
- 10) To lead on the development and delivery of key long term projects which provide for real efficiency savings and/or continuous service improvements in quality, performance and efficiency. This will include leading on aspects of commissioning associated with the implementation of Education Health Care Plans. It will also include sub regional commissioning activity which has a current focus on the mechanism to support the purchase of places with Independent Fostering Agencies, Residential Care Homes, and Residential Special Schools. Assist in supporting the development and delivery of projects.
- 11) To ensure key business linkages are in place between the commissioning, finance, procurement and operational functions across the Group.
- 12) Any other duties consistent with the nature, level and grade of the post as may be assigned by the Senior Manager – Commissioning and other senior colleagues.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Transport requirements:	Involves travel to work sites, area offices or training venues throughout the County and further afield on occasion.
Working patterns:	Normal office hours, however due to the nature of the service flexibility of start and finish times and occasional weekend working may be required.
Working conditions:	Mainly office based but some travel required.

Northumberland County Council  
**PERSON SPECIFICATION**

<b>Post Title:</b> Commissioning Support Officer		<b>Group:</b> Wellbeing and Community Health	Ref: 2896
<b>Essential</b>	<b>Desirable</b>		<b>Assess by</b>
<b>Knowledge and Qualifications</b>			
Degree in relevant subject and an appropriate professional qualification relevant to the position. Additional qualifications or evidence of continuing professional development or equivalent significant experience in commissioning. An understanding of the diverse functions of a large, complex public sector organisation and its cross cutting issues and challenges. Knowledge of current relevant laws, regulations, policies, procedures, trends and developments relevant to the role. This should be both at a National Policy and organisational level. Commercially aware and able to understand the relationship between costs, quality, customer care and corporate performance assessments.		Formal qualifications in project management such as Prince 2.	Application Form/ Interview/ References
<b>Experience</b>			
Recent and significant experience in children’s social care commissioning. Significant experience of working across health and social care sectors to support delivery of services. Significant experience of joint commissioning to deliver improved outcomes. A successful track record of engaging effectively with others at a senior level and building productive relationships with a range of stakeholders. A demonstrable track record of delivering outcomes that require a collaborative approach both within the organisation and with external partners. Recent and significant experience of managing, monitoring or influencing budgets. Significant experience with supplier and contract management. Significant experience of strategic working and operational management.		Knowledge of local government corporate management systems.	Application Form/ Interview/ References
<b>Skills and competencies</b>			
Substantial knowledge and understanding of Local Government and the range of services involved in supporting children, young people and their families. A sound understanding of financial and budget monitoring systems and experience of monitoring budgets.		Knowledge and understanding of the wider services delivered by the Wellbeing and Health Group.	Application Form/ Interview/ References

<p>Financial and commercial awareness and an excellent aptitude for developing innovative solutions to complex problems.</p> <p>Able to build effective relationships, influencing and negotiating in a tactful and diplomatic manner with people at all levels.</p> <p>Able to analyse and interpret numeric data, trends in service usage, performance and information in order to plan and prioritise the commissioning function.</p> <p>Ability to apply robust review procedures and decommission services that do not meet identified need.</p> <p>Ability to constructively challenge established practice and engage with people effectively in redesigning services that focus on outcomes thereby demonstrating change management skills.</p> <p>Ability to demonstrate personal effectiveness and judgement including an awareness of risk.</p> <p>Ability to demonstrate a high level of initiative whilst operating independently and with minimal supervision. This will include the confidence and ability to make reasoned judgements and decisions that stand up to scrutiny, consulting with managers only when appropriate to do so.</p> <p>Substantial evidence and successful track record in effective forward planning and performance management.</p> <p>Ability to manage own time and schedule activities to meet deadlines.</p> <p>Strong IT skills.</p> <p>Demonstrate ability to propose, develop and implement effective plans in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions and recommendations.</p> <p>Ability to command the trust, respect and confidence of colleagues working flexibly and creatively.</p> <p>A proactive, committed and enthusiastic approach to work.</p>		
<b>Physical, mental and emotional demands</b>		
<p>To be able to meet the physical requirements of the post and to be able to work under considerable pressure caused by significant workloads and rigid deadlines.</p> <p>Ability to maintain enhanced concentration for frequent lengthy periods of time.</p> <p>High personal standards of integrity and probity.</p> <p>Ability to demonstrate resilience and emotional intelligence.</p> <p>Some exposure to working outside normal office hours as necessary.</p>		Application Form/ Interview/ References
<b>Other</b>		
<p>The ability to drive meet the transport requirements of the post.</p>		Application Form/ Interview/ References

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

## National Qualification Framework

The three regulatory authorities have updated the National Qualifications Framework for England, Wales and Northern Ireland as part of a review of regulatory arrangements. (The three regulatory authorities are QCA, ACCAC and CCEA).

The NQF is designed to help with career progression and act as a guide to learners to make informed decisions about their training needs.

It aims to:

- promote access, motivation and achievement in education and training, strengthening international competitiveness
- promote lifelong learning by helping people to understand clear progression routes
- avoid duplication and overlap of qualifications while making sure all learning needs are covered
- promote public and professional confidence in the integrity and relevance of national awards.

The following table provides an indication of the new frameworks.

National Qualifications Framework	Framework for Higher Education Qualification levels (FHEQ)
8 Specialist awards	D (doctoral) doctorates
7 Level 7 Diploma Professional qualifications	M (masters) masters degrees, postgraduate certificates and diplomas
6 Level 6 Diploma Professional qualifications	H (honours) bachelors degrees, graduate certificates and diplomas
5 Level 5 BTEC HND	I (intermediate) diplomas of higher education and further education, foundation degrees, higher national diplomas
4 Level 4 Certificate	C (certificate) certificates of higher education
3 Level 3 Certificate (OND) Level 3 NVQ A levels	
2 Level 2 Diploma Level 2 NVQ GCSEs Grades A*-C	
1 Level 1 Certificate	

Level 1 NVQ GCSEs Grades D-G	
Entry Entry Level Certificate in Adult Literacy	

The use of levels in the NQF is to indicate the generally comparable outcome of an award but does not indicate that different awards share purpose, content and outcomes.