



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Commissioning Support Officer

GRADE: Band 5

RESPONSIBLE TO: Joint Commissioning Lead

Overall Objectives of the Post:

To support the continuous improvement of outcomes for the people of South Tyneside through the transformation of health and social care services by:

- Supporting change across the health and social care system;
- Support in undertaking strategic projects and programmes;
- Focusing on quality, effectiveness and efficiency;
- Supporting data collection, mapping and analysis for the major projects;
- Providing support for projects in developing business cases;
- Ensuring that the Council and its partners comply with statutory responsibilities regarding data returns and regulations.

Key Tasks of the Post:

1. *You will be responsible for supporting all aspects regarding the transformation of social care and health services. You must:*

- Promote and maintain the highest information standards, ensuring that excellent information is produced that is up to date, accurate, accessible and understandable.
- Liaise with a range of colleagues to ensure information requirements are clear and delivered within timescales.
- Monitor quality issues, conduct performance monitoring and measure/identify performance indicators.
- Support the delivery of specific systems, data and information related projects.
- Support the development of new ways of working by challenging existing practices.
- Undertake research and evaluation activities.
- Support arrangements for developing and delivering business process workshops.
- Provide excellent professional support that is highly valued by our internal customers and all other stakeholders.

2. *You will be responsible for delivering your work programme. You must:*

- Effectively manage your workload, yourself and your personal development.
- Demonstrate total professionalism, propriety and value diversity.
- Make a positive contribution to team working and communicate effectively with the public, Councillors and colleagues.

3. You will be responsible for making a corporate contribution. You must:

- Understand the Council's and partner's priorities and how your role contributes to them.
- Relate your work to Councillors and the people of the Borough in a way that makes sense.
- Contribute to corporate teams tackling cross-cutting issues.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: SD/CL

Date: 6.09.19