

Northumberland County Council
JOB DESCRIPTION

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| Post Title: Brokerage Manager, Contracts and Commissioning Officer | Director/Service/Sector: Adult Services & Community Directorate | | Office Use |
| Band: Band 8 | Workplace: Based at County Hall, Morpeth but must be able to travel County- wide and able to follow agile working practices | | JE ref: 4044 HRMS ref: |
| Responsible to: Contracts and Commissioning Manager | Date: | Manager Level: | |
| <p>Job Purpose:</p> <p>To organise and manage the Brokerage team within the Contracts and Commissioning Section, including the SWIFT system. To develop and manage a range of Brokerage and data information systems which will help inform commissioning decisions and support the contracting function. To ensure that Brokerage and contractual related tasks/procedures are followed at all times.</p> <p>To support the Operational Manager – Contract and Commissioning in the development of contract and commissioning arrangements across the Wellbeing and Community Health Service. This will include playing a key role in the data analysis, monitoring and planning for commissioned services.</p> <p>To ensure effective monitoring, evaluation and quality assurance processes are in place to benefit service users, with a particular focus on value for money, safety and high-quality services.</p> <p>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.</p> | | | |
| Resources | Staff | <p>The post holder will be responsible for the direct line management of Brokerage staff which will initially include 6 Brokers.</p> <p>The post holder will be required to provide, advice, guidance and supervision in respect of specific activities to members of staff</p> <p>Provides advice and direction to multiple teams</p> <p>Will be required to advise, train, mentor and coach members of staff within the team.</p> <p>Will have responsibility for guidance and training of staff both internal and external from time to time.</p> | |
| | Finance | <p>To advise and support in delivering value for money improvements.</p> <p>To assist in developing budget monitoring systems and process that facilitate effective spend of budgeted sums and service needs/trend analysis.</p> <p>Responsible for arranging and implementing any changes to financial care items on the financial system and contracting, monitoring and reviewing that support with particular focus on quality and value for money.</p> <p>To monitor services including cost.</p> | |
| | Physical | <p>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 and tablet</p> | |

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| | Input and maintain key corporate sensitive and confidential financial data and information. Office-based with regular travel and work from other establishments. |
| Clients | Adults whose need falls within statutory and/or universal frameworks. Internal clients including officers at all levels including Service Area and Senior Managers.;# To respond to enquiries and issues from Care Management, providers and service users/carers as appropriate. Significant interaction with Northumbria Healthcare Care Management staff and Senior staff Ensure compliance with relevant national legislation, council policies and procedures |
| <p>Duties and key result areas: Individually or as part of a team</p> <p>Duties will include:</p> <ul style="list-style-type: none"> • Manage staff, which will include direct responsibility for supervision, allocation and checking of work, providing direction, co-ordination of and identification of training, through formal training or on-the job training and development needs • Manage the induction, appraisal, supervision, training, development and performance of the Brokerage Team, acting as a coach and mentor as necessary • Conduct staff appraisals; allocate individual work objectives to reflect service need. • Ensure a clear understanding of policies and procedures and the importance of putting them into practice. Ensure the policies and procedures are regularly reviewed and consistently applied • To take a lead role in planning, developing, designing, organising and monitoring Brokerage services, including procedures, IT facilities and communication systems • Deal with any capability and discipline, health and safety, sickness absence management issues in accordance with agreed policies and procedures. • As required to provide advice and support to internal and external staff, in respect of contracting and commissioning arrangements, compliance and monitoring and support with the provision of information in relation to Freedom of Information requests. This may include mentoring and coaching of other staff within the team, as and when the need arises. • To support contract and commissioning arrangements with adult social care providers to meet identified need within the Wellbeing and Community Health Service. (need will relate to the physical, mental, social and economic wellbeing of people with an emphasis on adults as a client group.) Activity will include collecting and analysing data; writing contract documentation, grant agreements, Service Level Agreements etc and quality assurance procedures; involvement in service re tendering and other procurement processes; and managing and monitoring contracts with support from Operations Manager. It will involve working positively and professionally with internal and external service providers and Service Users. The range of services to be included will have an emphasis on adult services but will also fall under the broader remit of the Wellbeing and Community Health Service. • To support the business planning process, including assisting in the development and implementation of business cases either on a stand-alone or joint commissioning basis. This will include the development of strategies to address service gaps whilst paying due regard to both national and organisational policies. • To review budgets and resources with commissioned services across the Service with a view to supporting the Senior Manager – Commissioning. 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. • 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 and ensuring compliance with the Council's | |

procurement arrangements.

- To support the development of robust mechanisms for establishing quality and financial control. This will include developing technical, information and budgetary support systems (including SWIFT) in order to meet specific requirements in a robust and timely manner.
- To support the development of robust mechanisms for performance monitoring the standard and effectiveness of strategic commissioning issues and quality of services and may include benchmarking of services locally and nationally. This will include liaison with external partners such as the Care Quality Commission (CQC), health commissioners, CCG and Healthwatch.
- Assist the Wellbeing and Community Health management staff to model, evaluate, interpret and link commissioning information and financial data ensuring that patterns and anomalies are identified and value for money is achieved.
- To produce detailed and articulate commissioning reports which enable senior managers to make strategic decisions and manage resources effectively
- To support the development of relationships across independent, voluntary and public sector partners which promotes participation, involvement and the co-production of service re-design and review.
- To lead on the development and delivery of key service types and 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 care planning. It will also include sub regional commissioning activity which has a current focus on the mechanism to support the purchase of services with independent providers. Assist in supporting the development and delivery of projects.
- To ensure key business linkages are in place between the commissioning, finance, procurement and operational functions across the Group.
- As required to provide advice and support to internal and external staff, in respect of contracting and commissioning arrangements, compliance and monitoring and support with the provision of information in relation to Freedom of Information requests. This may include mentoring and coaching of other staff within the team, as and when the need arises.
- To work with service providers and regulatory bodies to ensure that where there are quality and/or financial issues, guidance and support is given, Service Improvement Plans are put in place and monitored, and enforcement action is taken.
- To support compliance with the Council's Safeguarding arrangements, by all contracted Services.
- 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

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| Transport requirements: | To regularly travel around the County. Involves travel to Provider offices, client's homes or other venues throughout the County and other Northeast Authorities. Involves travel to Provider premises throughout the County, Northeast and further afield on occasion. Able to meet the transport requirements of the post. |
| Working patterns: | Normal office hours, however due to the nature of the service flexibility of start and finish times may be required Flexible working arrangements with the need to work outside of normal working hours as required. |
| Working conditions: | Required to undertake lone working outside of normal office hours on occasions Required to work outside the office base on a regular basis |

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| | Ability to undertake monitoring and review of services with the ability to deal with service providers and clients. This will include vulnerable adults and dealing with situations they may present, for example social, emotional and mental health issues. It will also involve working in challenging situations with relatives and carers ensuring expectations are managed in line with service development. There will be some exposure to seeing upsetting and disturbing content. |
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| Post Title: Brokerage Manager, Contracts and Commissioning Officer | Director/Service/Sector: | Ref: 4044 |
| Essential | Desirable | Assess by |
| Knowledge and Qualifications | | |
| <ul style="list-style-type: none"> General education to degree level or qualification to degree level or several years relevant experience Additional qualifications or evidence of continuing professional development or equivalent significant experience in Contracts and commissioning. An understanding of the diverse functions of a large, complex public sector organisation and its cross-cutting issues and challenges. Knowledge of the CQC regulatory frameworks and standards. 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. | <ul style="list-style-type: none"> Recognised professional qualification. Management qualification | |
| Experience | | |
| <ul style="list-style-type: none"> Recent and significant experience in social care commissioning. Significant experience of working across social care and health 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. | <ul style="list-style-type: none"> Knowledge of local government corporate management systems. | |

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| <ul style="list-style-type: none"> • Significant experience with supplier and contract management. • Significant experience of strategic working and operational management. | | |
| Skills and competencies | | |
| <ul style="list-style-type: none"> • Substantial knowledge and understanding of Local Government and the range of services involved in supporting adults. • A sound understanding of financial and budget monitoring systems and experience of monitoring budgets. • Financial and commercial awareness and an excellent aptitude for developing innovative solutions to complex problems. • Able to build effective relationships, influencing and negotiating in a tactful and diplomatic manner with people at all levels. • Able to analyse and interpret numeric data, trends in service usage, performance and information in order to plan and prioritise the commissioning function. • Ability to apply robust review procedures and decommission services that do not meet identified need. • Ability to constructively challenge established practice and engage with people effectively in redesigning services that focus on quality assurance and outcomes, thereby demonstrating change management skills. • Ability to demonstrate personal effectiveness and judgement including an awareness of risk. • 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. • Ability to manage own time and workload and schedule activities to meet tight deadlines. • Substantial evidence and successful track record in effective forward planning and performance management. • Strong IT skills. • 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. • Ability to communicate effectively and command the trust, respect and confidence of colleagues working flexibly and creatively. • A proactive, committed and enthusiastic approach to work. • Ability to operate effectively as a member of a team. • Knowledge of safeguarding procedures • Organisational skills. • Understanding of the need for confidentiality in dealing with sensitive issues | <ul style="list-style-type: none"> • Knowledge and understanding of the wider services delivered by the Wellbeing and Health Service. • Understanding of contracting principles | |

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| Physical, mental and emotional demands | | |
| <ul style="list-style-type: none"> • 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. • Ability to maintain enhanced concentration for frequent lengthy periods of time. • High personal standards of integrity and probity. • Ability to demonstrate resilience and emotional intelligence. • Some exposure to working outside normal office hours as necessary. | | |
| Other | | |
| <ul style="list-style-type: none"> • Ability to meet the transport requirements of the job. | | |

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