

## ROYAL BOROUGH OF GREENWICH

### JOB DESCRIPTION

<b>Job Title</b>	Personalised Commissioning Officer
<b>Service/Section</b>	Integrated Commissioning
<b>Grade</b>	PO1 / Band 5
<b>Directorate</b>	Children's Services (RBG) and NHS South East London (ICB)

#### Introduction

The Royal Borough of Greenwich Council and the South East London Integrated Care Board have come together to create an integrated approach to commissioning services within Greenwich, this postholder has a key role in implementing this approach.

#### Equality and Diversity

RBG/ICB are committed to providing services and employment to a community with an increasing variety of backgrounds. To do this effectively it is essential that we promote equality, equity and pro-actively tackle discrimination and treat everyone with dignity and respect.

#### Disability Confident Employer

We are a Disability Confident Employer and support the guaranteed interview scheme and use of the Government's Access to Work Scheme.

We welcome applications from all sections of our community including from people with lived experience and/or knowledge of disability or social exclusion.

### 1. JOB PURPOSE

To be responsible to the Senior Personalised Commissioning Officer.



The post holder will be responsible for:

- I. Ensuring that provision commissioned meets the children's assessed needs, strengths and preferences and are designed to secure good outcomes for the child and represent good value for money.
- II. To support and maintain effective procedures working with providers and partners for managing the referral and commissioning of the provision of the individuals and to project manage the establishment of internal procurement pathways with colleagues to monitor spot referrals.
- III. Supporting the implementation of our Greenwich approach to commissioning by reviewing the case for change through analysing population change and forecasting demand and undertaking the project management of low value commissioning projects.
- IV. Support the culture of change through working jointly with internal and external teams to adopt a whole systems approach to implementing this culture.

## 2. Main Duties

1. To be the Personalised Commissioning officer with direct responsibility of individually commissioning placements for children. Working collaboratively with the market and families, and with colleagues across the system to support the delivery transformational change through commissioning for outcomes and market management, including further integration of health, care, and other forms of support.
2. To be a part of the duty system as required to ensure that the delivery of high-quality commissioning for children and young people.
3. To lead and manage low value commissioning projects and project manage the implementation of these projects using Greenwich's Commissioning vision and ambitions e.g. There may be instances where the role will need to project manage on specific pieces of work in line with the grade. This could include a project to understand a particular cohort (e.g. children with SEND in residential placements), a project to review and/or develop specific tools for use in commissioning (e.g. quality assurance documents), reviewing specific processes etc.

## Policy, Service Development, Transformation and Re-design

4. To contribute advice and support on best practice in individual commissioning to children's services managers and practitioners, including social care leaders and social workers across portfolios.
5. To support the commissioning and procurement processes using the Greenwich approach, including the provision of support to arrange and service meetings, prepare and review documentation, managing correspondence through the process and support the mobilisation of contracts.
6. To support managers to respond to written enquiries and freedom of information acts within specified timescales as required.

### **Financial and Physical Resources**

7. To lead on negotiating with providers to secure the best match for an individual children or young person and ensure the best price for accessing the provision.
8. To ensure a clear understanding of costs and support provided for children and the implementation and agreement of this within individual contractual agreements.
9. To complete records as required promptly, accurately and with the level of detail required. To contribute to the maintenance of up to date and accurate records on the use of commissioned providers, linking with requirements set out in existing frameworks and contracts.

### **Collaboration, Communities and Relationships**

10. To work with colleagues to ensure business continuity and be willing to work across the service to ensure continued support to the teams.
11. Working collaboratively with the market and families, and with colleagues across the system to support the delivery transformational change for individuals through commissioning for outcomes and market management, including further integration of health, care, and other forms of support.
12. To maintain high standards in professional communications with other teams, and stakeholders, and providers and partners in order to foster collaborative relations.
13. In keeping with the Greenwich approach to commissioning, assist in the co-production with partners of pathways and processes for spot purchases that enable the delivery of good outcomes for the child and provide value for money.
14. To project manage and work in collaboration with partners and internal colleagues to develop innovative solutions to spot purchasing across social care /SEND e.g. reviewing potential improvements to specific elements of work to support wider team practice.

15. To remain calm and supportive in high stress situations with partners and internal colleagues in respect of commissioning placements for children in our care.

### **Insight and Planning**

16. To work collaboratively with providers to collect, collate and analyse monitoring information including views from children to ensure continuous improvement and the delivery of good outcomes for the child.
17. To continually review with stakeholders the work being undertaken and identify and where relevant implement improvements to commissioning to improve the efficiency and effectiveness of provision and the team's processes and procedures.
18. To engage with children and young people to gather insight on provision that improves commissioning practices.
19. To contribute to the maintenance of up to date and accurate records on the use of commissioned providers, including spot purchases linking with requirements set out in existing frameworks and contracts and use these records to assist in stimulating a thriving market.
20. To participate in the Team duty rota as required to ensure sufficient coverage during the week with the potential for emergency placement support at times extending beyond the duty hours.

### **Innovation, Quality and Performance Improvement**

21. To undertake quality assurance visits on providers in assessing the nature of their provision and whether it meets expected quality standards.
22. To collect, collate and analyse monitoring information including views from children. To undertake visits to quality, assure provision is in line with Greenwich's framework.
23. Support various portfolios in raising standards of commissioning more generally and in keeping with Greenwich's vision and ambitions to collaboratively secure good outcomes for our children.
24. Write reports on quality assurance visits that feed into the overall quality assurance framework and ensure that all work complies with Council policies and procedures and meets statutory requirements and locally agreed standards.
25. Ensure any proposal for change considers the potential health and care equality impacts and that there is full compliance with all relevant legislation such as the Equality Act (2010) and the ICB and Council's procurement contract and finance standards to secure best value services and minimise risk to vulnerable adults and children.

### Setting Staff up for Success

26. The post holder will be expected to participate in ongoing professional development using the competency foundations tool kit, to optimise their impact on delivery, and present value for money.
27. This post requires an Enhanced DBS with children's barred list and will be supported by Safer Recruitment tools. There's a requirement to engage on a year-round basis with service users, who by virtue of the provision will often be vulnerable or at risk of harm e.g., children in care, those with significant mental health needs etc.
28. To undertake any other work appropriate to the level and general nature of the post's duties.

## Person Specification

<b>Job Title</b>	Personalised Commissioning Officer
<b>Grade</b>	PO1 / Band 5
<b>Service/Section</b>	Integrated Commissioning
<b>Directorate</b>	Children's Services (RBG) and NHS South East London (ICB)

**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in a related area.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Thorough knowledge of administrative procedures, including specialist software packages acquired through experience or formal training to degree level.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Knowledge of legislation, including the Health and Care Act 2022, the Care Act 2014, the Children's and Families Act 2017, and the Mental Health Act 1983, Deprivation of Liberties, statutory regulations and government guidance, and standards relevant to planning, commissioning, procuring, safeguarding and quality assurance. This includes familiarity with regulations governing services for adults and/or children and young people.</li> </ul>	D
<ul style="list-style-type: none"> <li>• Knowledge of managing information governance and working collaboratively with services or teams from across different organisations.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Excellent understanding of national priorities for services for children and young people.</li> </ul>	D
<ul style="list-style-type: none"> <li>• Understanding of the key needs of children in care and at-risk young people.</li> </ul>	D
<b>Skills and Abilities</b>	

<ul style="list-style-type: none"> <li>• Ability to undertake analysis of qualitative and quantitative data and apply this to commissioning activities.</li> <li>• IT skills - strong use of MS Word, Outlook Excel and using web-based applications e.g., social care system.</li> <li>• Ability to engage with young people within the commissioning process and through this improve the quality and performance of commissioned services.</li> <li>• Ability to facilitate collaborative relationships with partners, providers, and other stakeholders to ensure continuous improvement and the delivery of good outcomes for children.</li> <li>• Ability to adopt values and behaviours that align to the Greenwich commissioning vision and systems leadership approach.</li> <li>• Ability to scrutinise and problem solve, reflecting and evaluating with individuals who we support to continuously adapt services and improve outcomes.</li> <li>• To be able to commission and project manage low value projects as decided by senior managers.</li> <li>• Ability to maximise value for money in collaboration with partners across the social, environmental and economic bottom line.</li> <li>• Excellent interpersonal, negotiation and influencing skills to effectively engage a wide range of internal and external stakeholders.</li> </ul>	<p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p>
<p><b>Experience</b></p>	
<ul style="list-style-type: none"> <li>• Experience of writing data research, information gathering, writing and presenting reports and information to a variety of different audiences.</li> <li>• Experience of setting up monitoring and office systems to ensure effective, productive work.</li> <li>• Experience of influencing and negotiating in order to deliver improved outcomes for people.</li> <li>• Knowledge and experience of managing information governance and working collaboratively with services or teams across different organisations.</li> <li>• Experience of the health or social care sector including performance monitoring and project management.</li> </ul>	<p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p>



<ul style="list-style-type: none"> <li>• Experience of inter-agency and collaborative working across organisational boundaries at all levels and with different professional groups.</li> <li>• Experience of working with providers to successfully deliver contracts through effective quality assurance and improvement.</li> </ul>	<p>D</p> <p>E</p>
<p><b>Equal Opportunities</b></p>	
<ul style="list-style-type: none"> <li>• Understanding of and commitment to the ICB and Council's equal opportunities policies and ability to put into practice in the context of this post.</li> <li>• Understanding of and commitment to achieving the ICB and Council's staff values and ability to put into practice in the context of this post.</li> <li>• Understanding of and commitment to tackling structural racism.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>