

## JOB DESCRIPTION

<b>Job Title</b>	Senior Commissioning Development Officer
<b>Service/Section</b>	Integrated Commissioning
<b>Grade</b>	PO4 / Band 7
<b>Directorate</b>	Health and Adult Services (RBG), 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 new approach.

### Equality and Diversity

RBG is 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 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.

### 1. Job purpose

Manages up to 1-2 directly managed staff, this may include fixed term positions, graduate trainees and/or others leading on delivering particularly projects or support.

To be responsible to the Strategic Commissioning & System Development Lead in Adults or the Head of Commissioning Practice and Development and support in Childrens and to relevant senior leaders in the service

The Postholder will be responsible for:



- i. Leading on the development and delivery of strategies and action plans for the borough, contract manage performance of a specific range of business and operational services leading to good outcomes for service users.
- ii. Working collaboratively with stakeholders to promote continuous improvement though ensuring that services are safe and of good quality.
- iii. Implementing the Greenwich commissioning approach for adults/children across the Council and the NHS, by leading co-production with service users and internal teams, on the development and evaluation of services.
- iv. To lead the development of a monitoring programme with partner involvement, to collect outcomes at an individual, service and population level.
- v. Provide senior level support to the Strategic Commissioning and System Development Leads in the delivery of Greenwich's commissioning vision and ambitions.

## 2. Main duties

1. To be Senior Commissioning Development Officer with direct responsibility to delivery high quality integrated commissioning, produce strategies and action plans for the borough, manage the performance of a specific range of business and operational services and support that ensure the delivery of statutory duties and improved outcomes for people.

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

2. To plan and develop communication strategies and briefings, for a wide range of audiences, including the community and members to ensure they are kept informed.
3. Through co-production with partners, staff and residents across all commissioning activities, manage and enable continuous improvement and promote innovation.
4. Lead on the management of time limited projects of varying sizes such as transformation projects across health and care.
5. Develop plans and strategies in collaboration with partners to ensure that intelligence about service provision is gathered effectively and information-sharing processes are in place to provide early identification of risk or safeguarding issues.
6. To manage knowledge, identify gaps in commissioned service provision, assess and prioritise needs and resources.
7. Identify and develop opportunities where appropriate for cross-borough collaboration to improve economies of scale and deliver improved provision and impact for people.

## Financial and Physical Resources

8. Assure the Council and ICB achieve efficient services and value for money across all commissioned contracts.
9. Be responsible for financial planning and budget areas relating to key client groups and services across the Local Authority and the NHS.
10. Review and make effective interventions where there are known financial and budgetary issues.
11. Working with providers to ensure the consistent delivery of outcomes through performance management processes and to act if required if these outcomes are not being delivered.

### **Collaborative, Communities and Relationships**

12. Promote the engagement of the community and service users and their families in the evaluation of services; put mechanisms in place to ensure service user feedback including those who find it hard to have their say.
13. To establish collaborative relationships across the range of commissioning and service user group areas to support the Council and ICB in delivering statutory duties, including in relation to safeguarding, provider failure and market management.
14. To facilitate and enable the co-production of outcomes with people we support, their families and neighbourhood etc. Improve outcomes through scrutinising problem solving, reflecting and evaluating with individuals who we support.

### **Insight and Planning**

15. To lead on informing commissioning plans and other policy developments by working with partners to analyse the effectiveness of services through the collection and collation of needs and contract monitoring data.
16. To lead on articulating the strategic level understanding of local demand and future trends and developments in the needs of the population, using a range of techniques, including interpretation of data, focus groups with service users and providers and desk top research.
17. Stimulate, through working with partners and providers to achieve maximum value for money and the development of a thriving, stable market by assessing the market, and forecasting demand.

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

18. To ensure that all commissioned services deliver a person-centred, strengths-based approach that engages individuals in their care and support, promotes independence, choice and control and puts dignity at the heart of delivery.

19. Leading on the monitoring of the quality-of-service provision and through working collaboratively with other teams, ensure services are providing a service in which continuous improvement is integral to their delivery.
20. To support the relevant leadership to pursue the highest standards of care, to meet the requirements of the Care Quality Commission (CQC), Ofsted, HMIP and other relevant inspectorates ensuring full compliance with all relevant standards and the ICB and Council's procurement, contract and finance standards to secure best value services.
21. To work with stakeholders, to establish a strategic framework for quality assurance and development of a systematic approach to the assessment of quality indicators for care and support services in order to drive up service standards and avoid risk of poor-quality care.
22. To work with partners using qualitative and quantitative information to analyse the quality of the local market identifying trends/patterns of poor quality, and areas of good practice.
23. Work with service providers to identify areas of concern quickly and develop action plans for improvement and through leading on co-production with key officers in the event of provider failure, deliver strategic action plans.

### **Setting Staff up for Success**

24. Ensure that service providers are committed to and deliver workforce development.
25. Develop the internal and provider workforce through effectively leading, managing and influencing.
26. Using the Greenwich competency foundations tool kit, effectively manage and support all staff under their management to optimise their impact on delivery, and present value for money.
27. Implement an ethos of high performance and commitment with peers and colleagues through promoting continuous personal and professional development.
28. 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.
29. This post requires a Standard DBS and will be supported by safer recruiting practices.
30. To undertake any other work appropriate to the level and general nature of the post's duties.
31. To support the other Senior Leaders to drive change through providing inspired, consistent and effective leadership.

## Person Specification

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**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 a relevant subject, or equivalent by experience.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Evidence of continued professional development</li> </ul>	D
<ul style="list-style-type: none"> <li>• Substantial knowledge of health/care policy and practice along with experience of its implementation gained in a health, care or local authority setting.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Knowledge of legislation relevant to the role, which may include the Children Act 1989, the Health and Care Act 2022, the Care Act 2014, the Mental Health Act 1983 and Children's and Families Act 2017, Deprivation of Liberties, statutory regulations and government guidance, and standards relevant to planning, commissioning, procuring, safeguarding and quality assurance.</li> </ul>	D
<ul style="list-style-type: none"> <li>• Knowledge of managing information governance successfully involving services or teams from across different organisations.</li> </ul>	D
<ul style="list-style-type: none"> <li>• Excellent understanding of national priorities for services for children and/or adults.</li> </ul>	E

<ul style="list-style-type: none"> <li>• Sound awareness of the needs of vulnerable residents.</li> </ul>	E
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Excellent interpersonal, negotiation and influencing skills to effectively engage a wide range of internal and external stakeholders.</li> <li>• Develop and maintain credibility and confidence of colleagues, both internally and externally and able to work collaboratively with partners across the system.</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>• Ability to maximise value for money in collaboration with partners across the social, environmental &amp; economic bottom line.</li> <li>• Ability to lead and enable innovation and continuous improvement through co-production and learn from outcomes.</li> <li>• Excellent and highly developed written skills with the ability to tailor language to a range of internal and external stakeholders to effectively communicate information.</li> </ul>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of working with providers to successfully deliver contracts through effective performance management including the development of action plans for improvement.</li> <li>• Experience of working with key staff and stakeholders in the event of provider failure to develop strategic action plans and their delivery.</li> <li>• Experience of managing political sensitivities e.g., in the event of provider failure through providing briefings to all relevant parties in collaboration with key officers.</li> <li>• Substantial experience of integrating and developing quality characteristics within service provision to ensure</li> </ul>	<p>E</p> <p>D</p> <p>D</p> <p>E</p>



<p>that the ICB and Council meets its statutory duty towards adults and/or children and young people.</p> <ul style="list-style-type: none"> <li>• Experience of supporting cultural change.</li> <li>• Experience of implementing co-produced outcomes with people we support, their family and neighbourhood.</li> <li>• Knowledge and experience of managing information governance successfully involving services or teams from across different organisations.</li> <li>• Experience of influencing workforce development both externally and internally to ensure that service providers and relevant internal staff are committed and deliver change.</li> <li>• Experience of the health or care sector including, staff management, relationship building and performance monitoring.</li> <li>• Experience of inter-agency and collaborative working across organisational boundaries at all levels and with different professional groups.</li> <li>• Experience of being involved in the development and the decommissioning contracts.</li> <li>• Experience of contributing to the recruitment and retention and career development of RBG, ICB, partner and provider workforces.</li> <li>• Experience of participating in stimulating a thriving provider market through developing business knowledge with partners and providers of community services</li> <li>• Experience of contributing to risk identification and mitigation, enabling providers to trial innovations.</li> </ul>	<p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</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 them 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 them 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>