**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Service Development and Contracts Manager  |
| **Job Reference** | 20233 |
| **Grade and Salary** | 7 - £48,163 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Strategic Commissioning Team, Children and Young People |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

As a commissioner in Children and Young People’s Services you will be at the forefront of commissioning outcomes for children, young people and families. Commissioning includes internal and external services and leading the way for the Directorate and partners.

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| **Typical responsibilities of a role at this level** |

1. **Commissioning by influence** – using influence, relationship building, partnerships and other levers to improve outcomes.  Stakeholders to influence include commissioners and providers in partner organisations.
2. **Systems leadership** – understanding both the strategic and operational levels to design services and incentives that achieve better outcomes.
3. **Commissioning for outcomes** – dogged focus on achieving better outcomes for children and families, with no assumption of services or providers. Responsible for commissioning important services and outcomes for specific populations.
4. **Creative design** – systems thinking, encouraging innovation, and testing and applying new concepts and models to improve efficiency and effectiveness, e.g. behavioural economics.  Working with frontline staff and new users to innovate.  Problem solving using both technical and adaptive methods.
5. **Staff management and development** – Support our learning culture and embody by continuing to self-develop and adapt to new challenges and roles, and support colleagues to do the same.
6. **Project and programme management** – using PPM tools to manage commissioning and change, but being flexible and applying to dynamic situations.
7. **Engage** – ensuring that we understand and empower children, young people and families through co-design, co-production, co-monitoring and building resilient communities.
8. **Commissioning strategies** – short and long term planning, including analysis of outcomes, needs, resources and services, planning to optimise resources (money, workforce, capital, users, communities) and supporting efficient, effective and sustainable outcome improvement with partners.  Understand the impact of services on protected characteristics described in the Equalities Act.
9. **Commercial skills** – clear specifications and proxy-outcome targets, procurement, performance and contract management, negotiation, budget management to SCC policies, transformation and market management.
10. **Intelligence** – using data and user insight to identify trends, analyse needs, model services, show how the real world works for the *understand* phase of commissioning, and make balanced judgements.

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| **Autonomy**  |

The commissioner will:

* Have autonomy in relation to commissioning a specific service, with oversight and support from managers.
* Take responsibility for reducing safeguarding and other risks.
* Respond to unanticipated problems and support colleagues in commissioning and personal development.

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| **About the team**  |

This role is one of four Service Development and Contract Manager posts that sit within CYP’s Strategic Commissioning Team (Structure Chart attached). This friendly and busy team has a broad focus and includes: - the Strategic Commissioning Lead for Corporate Parenting, the Home Finding Team, Staying Close Team and the Strategic Lead for Housing Development. This role reports directly to the Strategic Commissioning Lead for Corporate Parenting whose team of three Service Development and Contract Managers are responsible primarily for the contract management and development of different types of externally purchased homes for Children in Care. The Home Finding Team Manager also reports directly to the Strategic Commissioning Lead for Corporate Parenting which enables a close working and effective communication between the two teams the help ensure there are sufficient homes for children in care.

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| **What you will be expected to deliver in the role** |

You will have a key role in commissioning Corporate Parenting Services with a focus on Supported Accommodation for 16/17 yr old Children in Care and Unaccompanied Asylum Seeking Children.

You will deliver effective contract management of platinum rated contracts, predominately but not exclusively supported accommodation provisions, ensuring delivery in line with specifications to achieve positive outcomes for young people. You will support providers to deliver their services in line with the Ofsted Regulations for Supported Accommodation for Children in care aged 16/17yrs and foster a culture of reflection and continuous improvement with providers. Using monitoring and performance information, including stakeholder and feedback from children in care, you will ensure any underperformance is addressed and opportunities to improve quality are maximised through collaborative working with stakeholders.

Partnership working is key to the role both with internal CYP and Adult Services Teams and external stakeholder and providers. You will be required to identify and convert opportunities to establish new relationships, in addition to strengthening ones already established to enable enough homes for children in care.

You will also ensure financial efficiency through effective use of resource. This will be enabled through collaboration with the Home Finding Team’s Finance Officer, the Childrens Services finance lead, Adult Service Commissioners, Child in Care Teams, Social Care and Leaving Care Teams

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable qualification at graduate level or equivalent experience at professional level in a relevant area of work.
2. Evidence of continuing professional development in a commissioning or similar role.
3. Commissioning or Management Qualification or training. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [[WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/)](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Committed to listening to children, young people and families and to working collaboratively with them to design, deliver and monitor services.
8. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
9. Combination of commercial, systems thinking and entrepreneurial approach. (Desirable)

**Specialist knowledge skills and experience**

1. Good understanding of legislation, guidance and national policy framework relevant to role for commissioning of services.
2. Understanding of outcomes and commissioning outcomes.
3. Understanding in using evidence-based models of intervention.
4. Understanding of the significance of diversity in ensuring equality in service provision.
5. Planning skills to ensure milestones and deadlines are met.
6. Ability to analyse quantitative and qualitative data to give insight and drive needs analysis and commissioning decisions, relating data to the real world.
7. Problem solving using a combination of adaptive and technical approaches.
8. Financial understanding.
9. Knowledge of associated agencies and their working practices.
10. Understanding of safeguarding for children and young people.
11. Understanding of performance and quality standards required in children’s services.
12. Understanding of approach and conduct when working within a political environment.
13. Ability to write specifications for tenders and service level agreements.
14. Evaluation of tenders, contract variations and challenge providers.
15. Experience of co-production.
16. Interpersonal skills and ability to lead service redesign and commissioning.
17. Commissioning by influence – ability to influence, persuade and encourage staff, providers and colleagues.
18. Ability to clearly articulate a strategic vision, sense of direction and management. expectations to motivate staff and providers.
19. Proven ability to work collaboratively with colleagues from a wide range of professional disciplines, both within SCC and in partner organisations.
20. Encourage a learning environment and demonstrate through self-development.
21. Ability to provide written material through reports and correspondence clearly and coherently, including developing Commissioning Strategies.
22. Ability to present written material to a range of audiences.
23. Ability to elicit, evaluate and take account of a wide range of views including those of children and young people.
24. Negotiation, innovation and creativity.
25. Effectively chair meetings.
26. Excellent IT skills.
27. Ability to work under pressure.
28. Standards of numeracy that enable an understanding and effective management of financial resources and to work with statistical information.
29. Standards of literacy enabling the ability to understand and critically analyse complex written material.
30. Experience of service improvement and effective performance management.
31. Experience of effective resource management (can be financial, workforce, capital or community resource).
32. Experience of collaborative approaches through effective partnership working.
33. Ability to assess and manage risk, set clear priorities and manage competing demands.
34. Project and / or Programme Management training. (Desirable)
35. Experience of transformation and change management. (Desirable)
36. Experience of children’s services, local government, health, justice, education, private and voluntary sector. (Desirable)
37. Experience in commissioning services or outcomes in the public sector. (Desirable)

**Additional requirements**

1. To work in a variety of locations, including rural areas if required by the post.
2. A DBS check will be undertaken for the successful candidate.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.