**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Commissioning and Contracts Manager |
| **Job Reference** | 20421 |
| **Grade and Salary** | 7- £48,163 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Adult Social Care, Strategic Commissioning and Contracts  |
| **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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| **Main purpose of the job** |

This post will take the lead on behalf of Adults Social Care (ASC) for all elements of the commissioning cycle for a major area of service or service category, or several smaller areas. This includes planning, service redesign, market development, procurement and contract management activity.

This is a dynamic role and the balance between these activities will depend upon the nature of the service and the requirements at any one time. However, the day to day building block upon which all these activities will be based will be sound management of contracts and relationships with suppliers and other key stakeholders, including social work teams.

This will involve overseeing the commissioning of services and management of the contracts entered into and ensuring, the efficient delivery of commissioning and contract management activities, ensuring services are monitored for financial viability, quality, delivery and cost, delivering savings where relevant and appropriate and driving up contract performance.

Planning, service redesign and market development activity will be intelligence-led, based on sound data and evidence; adhere to principles of co-production with service users and their representatives; be joined up with other commissioners and non ASC providers where this will lead to efficiencies and improved outcomes for citizens.

It will also encompass the Council’s broader responsibilities for commissioning and market shaping on behalf of all Suffolk citizens and include the promotion, of alternative approaches such as Direct payments and Individual Service Funds.

All the above activity will be shaped by the underlying Principles and Duties of the Care Act:

* Working to a principle of prevention –wellbeing, independence and social capital, articulated in ACS through the “Supporting Lives Connecting Communities” service delivery model and out People at the Heart of Care Strategy
* Securing personalised Care and support- outcome- based and promoting choice and independence
* Supporting Family Carers as partners
* Shaping- care market demand and supply, in line with the above three duties
* Ensuring care market sustainability – including workforce and role of care in the wider economy
* Duty of partnership and a ‘whole system’ approach to commissioning

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

The main areas of responsibilities are:

* **Planning, Market Development and Service Redesign;** this includesa broad range of activity with commissioning partners, service providers, both public and private, social work services, citizens and citizen organisations. It includes work across the health and social care systems, both at a County and a locality level.
* **Contract Management and Quality Assurance;** activity with social care providers to ensure that commissioned services are delivered to specification and within cost.
* **Engaging with Social Work Practice as ‘micro-commissioners’ and with practice, quality and workforce leads** to ensure that the principles of prevention, reablement, independence and personalised care and support are shaping the social care market at strategic and an individual customer level and that practice, service development, procurement and contract management activity are mutually supportive.
* **Intelligence- Led Commissioning** through a coherent and integrated approach to the collection and use of hard and soft data on suppliers, citizen needs demographic trends and performance, to inform all the above
* **Line management and supervision;** This post will support the Head of Commissioning and Contracts in managing staff at G6, G5 and G4 level and deputise for senior management where necessary.

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| **About the team**  |

Commissioning and contracts teams operate in a dynamic and pressured environment.

The teams need to be agile, balancing workload between commissioning activity and routine and methodical management of contracts, whilst being sufficiently flexible and agile to respond rapidly to opportunities and challenges presented by the local market.

Commissioning and contracts teams effectively support both place based and strategic commissioning activity and you will directly manage commissioning and contract staff for your portfolio area and have responsibility, for supplier relationships, with a thorough understanding of stakeholder priorities and supplier commercial drivers.

You will develop strong relationships with the Suffolk ICBs and Norfolk and Suffolk Foundation Trust. You will make informed decisions on future commissioning and contracting priorities and opportunities for cross directorate working and integration. You will need to work across your portfolio area with other commissioning and contracts staff across the entire service area to support delivering the best possible outcomes for residents and the council.

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

This section gives examples of the types of activities that are carried out at this level. This list is not exhaustive.

**Strategic Planning**

* Research and review best practice nationally and locally and consider applicability in a Suffolk context.
* Sound analysis of service and market intelligence gathered from operational and strategic context. This includes both qualitative and quantitative data.
* To commission and /or undertake specific one-off intelligence gathering exercises where required.
* Forecasting of future needs for care based on sound use of above data.
* Produce service plans to meet the needs of citizens in need of care and related services in line with the Council’s statutory duties and resources.
* Where appropriate to undertake this work jointly with NHS commissioners, public health, economic development, workforce planning, district/ borough councils, or other commissioning partners.

**Service and Market Development**

* Lead on proposals for future service development based on needs, demands, legislative requirements, national best practice, county council policy, resources available and the views of stakeholders in a specific area or service category.
* Effective co-production of service vision, strategy, and delivery plans through engagement with social work teams, commissioning partners, service users, suppliers and delivery partners.
* Undertake market research using a range of different approaches.
* Develop a range of relevant service delivery models and approaches to meeting needs in the market.
* Develop a range of appropriate procurement options, including direct provision; contracting with third party suppliers, joint arrangements with public sector partners such as the NHS and including the use of personal budgets using Direct payments/individual service funds
* Engaging with suppliers to ascertain their readiness to deliver new models of care and provide support and information as appropriate to the circumstances.
* Developing appropriate service specifications and standards.
* Working with resource management staff to appropriately procure services in line with SCC policy and legislative requirements.

**Relationship Management**

* Effectively manage stakeholder and supplier relationships, with a sound and up to date understanding of stakeholder priorities and supplier commercial drivers and constraints.
* Effectively manage the supplier/client interface (formal and informal) to ensure workable and effective communication.
* Effectively manage escalations and issues raised by end users and suppliers.
* Act as escalation point of contact for internal stakeholders, suppliers and end users in relation to all contract related issues.

**Contract Monitoring/Management**

* Set up and manage contract management processes, in accordance with SCC Contract Management guidelines.
* If managing multiple contracts, allocate time and resources to contracts based on their risk profile, identifying and concentrating on optimum benefit realisation.
* Regularly review monitoring and performance information provided by the supplier against contractual requirements, and promptly address and escalate any identified underperformance issues.
* Efficiently use contract performance and KPI data to incentivise improved performance and drive value for money and innovation.
* Establish systems for effective reporting on contractors’ experience based on the contract risk profile, scope and importance.
* Manage contract changes, using the Contract Change Control procedure, ensuring that each change provides value for money for the client.
* Recruit, train and oversee (when required), commissioning and contract staff members to manage contracts within the sub-category.
* Provide information and analysis to assure service delivery in line with the Council’s strategic direction.
* Translate legislation and national policy guidelines into arrangements appropriate for the Council.
* Provide information to the Head of Commissioning and Contracts and other senior stakeholders to make informed decisions on future commissioning priorities and opportunities for cross directorate working and integration.

**Financial Management**

* Manage the contract budget, including monitoring actual expenditure against financial projections.
* Ensuring accurate forecasting of the future costs of services and commissioning plans
* Optimise and record any savings achieved for each of the contracts, including changes to scope, deductions, profits share etc. Ensuring initiated savings initiatives don’t impact on required provision or customer profile risk.
* Establish and maintain comprehensive finance monitoring systems for the contracts being managed.
* Ensure that any contractual cost adjustments, such as indexation, are reflected in the contract budget set each financial year.
* Ensure that any changes to the contract, with financial implications, are reflected in the amended budget.
* Ensure that any changes to contract price relating to deductions, profit share etc. are accurately calculated and reflected in relevant supplier invoices.

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. Level 6/7 qualification in a relevant area, such as health, social care, contracting or business management or equivalent knowledge and proven experience.
2. Desirable to have accreditation with a relevant professional body or Chartered Institute (i.e. CIPS/CIPFA/CIMA/CILT etc.) or to be at an advanced stage of pre-qualification.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](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. Ability to remain calm in stressful situations
8. Ability to create a vision for the wider team and to engage people in working together to deliver against the vision

**Specialist knowledge skills and experience**

The Commissioning and Contracts Manager will be expected to have extensive previous experience in service planning and market development and contract management activities for public and/or private/voluntary sector organisations and a knowledge of the social care business gained through their previous experience/, education and/or training.

This includes:

* Experience in managing significant change programmes in adult social care services /health/housing, which include working alongside suppliers and other stakeholders in market development and procurement activity.
* Jointly commissioning services with other organisations, particularly the NHS and /or housing bodies.
* Proven expertise in establishing new service provisions and management of the transition to Business as Usual service delivery.
* Experience of operationally managing day to day supplier performance.
* Able to monitor supplier performance using metrics and contract performance systems and briefing Senior Management using Key performance and Performance Indicators.
* Proven expertise in establishing and managing ongoing relationships with key suppliers.
* Able to develop contract and supplier strategies aligned with the wider business strategy.
* Experience in managing and building on customer feedback to drive service improvements.
* Through understanding of contracts that meet all legislative requirements through professional knowledge and, where required, liaison with professionally qualified legal advisors.
* Experience of leading teams and managing staff career development.
* Demonstrable networking experience with other similar organisations to explore current best practice.
* Able to market test activities to determine best fit service provision.
* Able to support the development of service delivery specifications as part of Commissioning and Procurement processes.

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** |

You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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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://www.careers.suffolk.gov.uk/) 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.