**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Head of Commissioning & Contracts  |
| **Job Reference** | 20475 |
| **Grade and Salary** | 8 - £60,135 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Strategic Commissioning & 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** |

The Head of Commissioning and Contracts is a leadership role in Adult Social Care (ASC) and will lead commissioning and contract management activity for their portfolio area to support delivery of our ASC People at the Heart of Care Strategy.

In this role you will ensure that the directorate’s strategic and statutory responsibilities are met whilst driving innovations to deliver the best possible outcomes for our residents and best value for money. You will support with the development and implementation of strategies that foster partnership working, enable an integrated and outcome focused approach to commissioning for health and social care and, be passionate about delivering excellent outcomes.

This is a dynamic role which will require you to shape the provision of care and support through a combination of effective marking engagement, shaping, commissioning, contract management, relationship management, service development and service decommissioning activity.

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

In this role you will be responsible with full accountability for commissioning and contract management within the portfolio area you are responsible for. You will also hold responsibility for service redesign and market development functions within the commissioning cycle for a number of defined areas of adult social care service delivery.

You will carry responsibility, under the Care Act for commissioning activity including, shaping the supply of care and support, and ensuring market sustainability within the resources available.

Providing system leadership on behalf of Suffolk County Council for the portfolio you are responsible for is an essential part of the job. You will deliver integrated, personalised solutions to care and support needs, in line with Care Act principles of prevention, partnership and promoting independence. This requires building and maintaining effective relationships with ASC operational teams; commissioners in the NHS, local government and other public sector bodies; with NHS, voluntary sector and commercial suppliers and with representatives of people who require care and family carers.

You will report to a member of the ASC Directorate Management Team (DMT) and line manage a team of commissioning and contract managers.

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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 as a Head of Commissioning and Contracts, you will directly manage commissioning and contract managers for your designation portfolio area and have lead responsibility, for supplier relationships, with a thorough understanding of stakeholder priorities and supplier commercial drivers.

You will develop strong relationships with all 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 Heads in commissioning and contracts 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** |

**Commissioning and Contract Management**

* Leading on commissioning and contract management of high-quality social care and health and/or housing related services.
* Developing and maintaining strong and collaborative relationships with key stakeholders. This includes people with lived experience and their carers, internal and external council directorates, providers colleagues across strategic commissioning and contracts, ICBs and with independent and voluntary organisations.
* Developing and implementing strategies that lead to the continued development of partnership working and a clear approach to commissioning activity for adult social care
* Leading change in a complex organisational environment, leadership and development of teams.
* Developing and implementing planning, commissioning and performance frameworks in a multi-disciplinary and partnership environment.
* Effective contract management of all ASC contracts for the defined area of service delivery, ensuring contract compliance in terms of supplier performance against contractual requirements.
* Contract management processes in accordance with Suffolk County Council contract management guidelines
* A continuous drive to improve the quality-of-service provision through effective supplier relationship management holding them to account to ensure the delivery of services of the highest standards of care and services for all customers.
* A proactive hands-on approach, making timely contractual and service interventions where necessary, coordinating with ASC operational teams, ASC finance and procurement support teams, safeguarding services and external bodies such as the NHS and CQC.
* Development of performance improvement plans with failing suppliers, and oversee their implementation
* Ensuring systems are in place which ensure and establish a comprehensive knowledge and understanding of the services provision in the areas and services which you are responsible for.

**Service Development**

* Providing expert advice and timely reports to senior managers, elected members and NHS colleagues.
* Leading and managing the commissioning of specific projects and provider sustainability issues
* Working closely with colleagues to ensure that transformation plans are delivered within set resourcing and timescales
* Managing internal and external relationship to ensure effective service delivery including identifying and implementing any service or process improvements.
* Responsibility for development and delivery of savings plans and portfolio area work plan.
* Leading on development of the Market Position Statement(s) around commissioning plans and procurement planning. Supporting the Senior Manager and Assistant Director to further develop and embed a strategic commissioning plan.
* Ensuring that affordable service plans are in place to meet the care and support needs of customers in the care group or area which you are responsible for (developed in line with the commissioning cycle)
* Have in place plans which support effective market development and sustainability
* Ensuring that effective co-production of services and care pathways through engagement with ASC operational teams, suppliers and representatives of people needing care underpins activity.
* Delivering innovative and more cost-effective solutions, making use of research and national/ international best practice. This includes both use of technology, new ways of working and personalised solutions to care and support.
* Implementation of service plans through a combination of service development, procurement, locality engagement and service decommissioning.

**Management Responsibilities**

* Effective management of contract budgets, including budget setting, adjustments monitoring expenditure and the financial health of suppliers, working alongside procurement and contract intelligence colleagues.
* Being responsible for recruitment, management and deployment of commissioning and contracts staff in the team to effectively balance ASC plan priorities against day to day business as usual demands and eventualities and actively managing risks.
* Overseeing the work of commissioning and contracts officers in commissioning and contract management of services and providing direct line management, ensuring effective prioritisation of work and that work is delivered within set timescales. This will involve ensuring as part of commissioning activity that suitable needs analysis takes place; outcome focussed specifications are developed; and review processes are in place.
* Ensuring staff you have responsibility for have clear PDRs, 1-1s and that team meetings occur.
* Being a representative for the Council in multi-agency forums and being involved with the planning, redesign and commissioning of health, care, housing and other support services for defined areas of need.
* Providing leadership of multi-agency programme teams that are involved in the redesign of services and care pathways.
* Ensuring there is strong support to your management team, contributing to both local system and Suffolk wide priorities. Including the provision of cover to the relevant senior manager as required.
* Ensuring awareness of broader political and service delivery issues within the areas of your responsibility and notify your management team, providing briefings where necessary.

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.

**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**

1. Detailed expertise of commissioning and contract management practice in Local Government and NHS
2. Financially and commercially astute
3. Proven experience of managing a range of successful commissioning projects and delivery of high performing contracts
4. Knowledge of adult social care legislative requirements and policy in the areas of responsibility and in relation to the ASC market
5. Significant experience of social care or related services (including health)
6. A high level of skill in negotiation and influencing, in order to manage stakeholder and supplier relationships
7. Evidence of having the self-confidence and perspective to facilitate open and honest conversations about contract performance
8. High level of presentation skills to effectively communicate simple or complex information to a broad or diverse audience base
9. Proven expertise in establishing new service provisions and management of the transition to business as usual service delivery
10. Evidence of harnessing the strengths and talents of team members in order to support them to realise their full potential and achieve area goals
11. The ability to manage the financial health of the supplier to ensure contractual viability
12. Experience leading operational contract and commissioning teams
13. Knowledge and experience of commissioning practice in local authorities.
14. Knowledge and experience of public sector financial management.
15. Ability to analyse complex/ ambiguous information and make sound judgements based on quantitate and ‘soft’ intelligence and political skills
16. Demonstrable experience in being an effective team member and contributing to corporate priorities
17. Experience of working with Councillors (desirable)

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.