# A blue text on a black background Description automatically generatedA blue and black background Description automatically generatedA black and white logo Description automatically generatedJob and Person Profile (JPP)

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| **Job details** | |
| **Job title** | Commissioning and Contracts Support Officer |
| **Job Reference** | 20548 |
| **Grade and Salary** | 4 – £28,598.00 per annum (pro rata for part time or under 12 months)  This role includes performance related pay progression |
| **Service and Team** | CYP, Strategic Commissioning and Contracts |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX – Hybrid |
| **Hours per week** | 37 hours |
| **Status** | **Fixed term or Secondment for 6 months** |
| 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 has been developed to support the work of the Strategic Commissioning and Home Finding Team.

You will be responsible for ensuring that administrative and project related support is provided to commissioning, contracts and home finding teams. This will include all elements of the commissioning cycle and home finding process; the service design, market development, procurement, contract management, brokerage and placement making.

This post will report to and deputise for Senior Contracts and Service Development Officer. The post will be a strong operational and administrative support in ensuring services are monitored for financial viability, quality and cost. This will also include delivering savings where relevant. In addition, the post will support efficiency in the home finding services, focussing on improving processes and strengthening current support.

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

The main areas of responsibilities are:

* **Commissioning, Contract Management and Quality Assurance:** Commissioning activity with social care providers to ensure that commissioned services are delivered to specification and within cost, appropriately contract managed. There will be a focus on co-production and quality assurance.
* **Home Finding Team:** to support improvements to current brokerage processes, workflow and paperwork.
* **Intelligence Led Commissioning:** through the use of hard and soft data on suppliers, citizen needs, demographic trends and performance, to inform all the above and support market segmentation and increasing sufficiency of care providers.

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| **About the team** |

**Children and Young People’s Directorate**

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, wellbeing and learning of children and young people.

**About the team**

The Strategic Commissioning and Home Finding team operate in a dynamic and pressured environment.

The teams need to be agile, balancing workload between commissioning activity, finding homes for children in care 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.

The Strategic Commissioning and Home Finding team effectively supports both home finding based and strategic commissioning activity and you will directly support commissioning, home finding and contract staff; support supplier relationships, work closely with social care, fostering, children’s homes and procurement colleagues.

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** |

**Day to day tasks may include:**

**Service and Market Development**

* Administrative support on writing 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.
* Administrative support to ensure effective co-production of service vision, strategy, and delivery plans through engagement with social work teams, commissioning partners, service users, suppliers and delivery partners.
* Administrative support with ensuring properties are quality assured and meet all health and safety requirements; liaising with the team, suppliers and stakeholders to ensure repairs and maintenance are prioritised.
* Support with undertaking market research using a range of different approaches
* Support the team with collation of quantitative and qualitative data, and support deep dives into areas of concern.

**Home Finding**

* Administrative support with arrange market engagement, market segmentation and other provider meetings
* Support with checking profile and paperwork; updating and managing systems
* Supporting vacancy availability

**Relationship Management**

* Effectively support the operational and administrative management of stakeholder and supplier relationships, with a sound and up-to-date understanding of stakeholder priorities and supplier commercial drivers and constraints

**Contract Monitoring/Management**

* Work with the team to set up and manage contract management processes, in accordance with SCC Contract Management guidelines
* Support the team with day-to-day management and monitoring of contract performance including contact with service providers.
* Establish administrative systems for effective reporting on contractors’ experience based on the contract risk profile, scope and importance
* Support the team with tender evaluation and monitoring.

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 4 qualification in a relevant area, such as health, social care, contracting or business management (desirable) **or** equivalent knowledge and proven experience. (essential)
2. A relevant graduate or post graduate qualification (i.e. related to the business and/or commissioning /contract management experience) (desirable)

**Values and personal qualities – all essential**

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. Passion for delivering services with an emphasis on responsibility, community and health relationships, quality, professional growth for staff and growth for the people we support
8. A flexible and solution focussed attitude to meet the varied demands of the role.
9. Evidence of harnessing the strengths and talents of team members in order to support them to realise their full potential and achieve area goals
10. Commitment to the safeguarding and wellbeing of service users
11. Resilient under pressure and ability to remain positive when challenged
12. Self-confidence and perspective to facilitate open and honest relationships with the internal and external partners in order to discuss and remove barriers to the effective delivery of services
13. High levels of achievement as an individual and a team player.

**Specialist knowledge skills and experience**

1. Experience and skills in supporting the business of CYP or similar organisation (essential)
2. Good IT skills across a range of programmes/ systems including; Microsoft Word, Excel, PowerPoint, SharePoint (essential) and Microsoft forms, PowerBi, Power Automate, Liquid Logic (desirable)
3. Skills to research and resolve problems (essential)
4. Skills in developing systems and providing team support. (essential)
5. Knowledge of the social care business gained through previous experience, education and/or training. (desirable)
6. Experience of successfully communicating with service providers, social care teams and/or other professionals. (essential)

This may include:

* Experience in supporting the administrative and management of services or projects in adult social care services /health/housing, which include working alongside suppliers and other stakeholders in market development and procurement activity.
* Supporting joint commissioning of services with other organisations,
* Experience of operationally managing day to day supplier performance.
* Experience in managing and building on customer feedback to drive service improvements.
* Able to support with market test activities to determine best fit service provision.
* Experience in supporting service planning and market development and contract management activities for public and/or private/voluntary sector organisations.
* Undertaking research and sharing findings

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 may need to operate across a wide and rural area, so it would be beneficial for you to either hold a full and 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** |

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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.