

Job Description

Management Group:	Children Social Care
Team:	Specialist Placement & Commissioning Team
Job Title:	Team Manager Commissioning & Specialist Placements
Reporting to:	Service Manager Fostering, Specialist Placement & Commissioning
Grade:	Bexley16

Main purpose of the job:

To provide programme support across a portfolio of commissioning and transformation projects and lead and support cross-functional project teams to ensure the delivery of improved service outcomes, value for money and financial savings.

To ensure that commissioning and transformation activity provides solutions that reflects local needs and drivers.

To support the directorate's social care reform objectives in the design and delivery of a range of activity programmes/projects regarding specialist placements for children in care including fostering and residential complex care arrangements.

Principal accountabilities

Strategy

The strategic delivery of integrated commissioning, transformation and service improvement activity programmes/projects to support the London Borough of Bexley portfolio.

Direction

To apply best practice in the management of commissioning and invest to save projects across the whole commissioning cycle contributing to the LBB Fostering & Specialist Placements.

Devise and contribute towards service specifications for commissioned services such as outcome-based performance metrics that support service quality and value for money.

Implementation

Work in partnership with internal and external partners, local communities and provider markets, engaging them in the co-design of commissioning processes and in proactive market

shaping to ensure a sustainable and responsive provider landscape that meets identified needs in Bexley.

To ensure that projects are started up including the delivery of the projects. Including any projects that need to be formally closed and, where appropriate, subsequently reviewed, and the lessons learned are captured and where appropriate actions need to be taken. Also, to produce appropriate documentation to support these processes.

Write and present reports that engage across all levels of governance within LBB Members.

To maintain an awareness of new and emerging developments in an area of social care use such information to improve the delivery of products and services to Bexley's children in care.

To contribute towards developing savings and budget management in Children Social Care and in developing of quality services. market development and transformation.

To use co-production principles to identify, engage and involve services users, communities and other stakeholders in all work.

To undertake any special assignments or projects in a planned and professional manner ensuring that any work undertaken is completed within agreed timeframes with a given budget to achieve desired outcomes.

To maintain an awareness of the risks to the department and the Council. As a result of the delivery of change and taking necessary action to minimise those risks.

To provide regular progress reports on projects as and when required.

Lead on commissioning activity and negotiations with providers, working closely with Service Leads, Procurement colleagues and Contract Managers to achieve best outcomes and value of care for our children in care.

Present information that, explains what we do and why in an appropriate way to a wide range of internal and external stakeholders.

Undertake any other duties commensurate with the level of this post, as required to ensure the efficient and effective running of a Commissioning Team. These may be varied from time to time to meet the needs of the service.

Organisational Control and Development

To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

To work in partnership with health and education colleagues/commissioners to scan the horizon for best value opportunities and joint ventures where possible in co-production of specialist care provisions for children with complex care needs.

Staff Management and Development

To manage a team of commissioning officers, contract managers and placement officers to support the placement search and matching for children in care together with their allocated practitioners. Ensuring that all colleagues are keeping within their agreed timescales and budgets. Support and offer further training, mentoring and workshops to team members as well as the wider Children Social Care.

Personal Effectiveness

To present timely and relevant advice and information to senior management and to ensure that the Service Manager and Head of Service are briefed on major and sensitive issues.

To deal promptly with all matters requiring the post holder's personal attention.

To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.

To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in e.g. education, health, social services, Independent and voluntary sectors.

PERSON SPECIFICATION

Job Family: Management 2

SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
<p><u>Education & Formal Training</u></p> <p>Professional and/or management qualification; or relevant experience at this level</p>	D	A/I
<p><u>Relevant Technical Experience & Knowledge</u></p> <p>Experience of contributing to commissioning projects through all stages of the commissioning cycle</p> <p>Experience of working with partners, providers and communities to co-design service delivery models</p> <p>Experience of working within children and/or adult social care- with and understanding of children in care/placements and involvement in supporting transition from childhood to adulthood, public health, and health and social care integration. You should have substantive experience in at least two of these areas.</p> <p>Experience of working either within Local Government and/or CCG or working alongside CCG partners, ideally as part of developing health and social care integration.</p> <p>Understanding of financial systems used in Children and Adult Social Care/Local Government.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

<u>Relevant Skills & Abilities</u>		
Proven ability to manage projects under pressure, ideally in a health, education and social care setting.	E	A/I
Good communication skills both oral and written to effectively disseminate information at all levels within the organisation.	E	A/I
Proven ability to work on own initiative, managing and prioritising workload and making decisions after exploring the options and considering the implications.	E	A/I
Ability to assess and evaluate risk.		
Ability to build effective working relationships at all levels within the organisation and with the education and health partners as well as commissioned service providers.	E	A/I
Confidence to manage internal and external project participants ensuring projects are delivered to timescale and budget.	E	A/I
To be open minded, resolute and resilient, having high expectations of self and others and lead with integrity.	D	A/I
The ability to build cross-professional relationships and achieve agreed objectives through good working relationships, working in partnership, respecting the role of others without compromising the common sense of purpose.	E	A/I
The ability to ensure full compliance with the Council policies & procedures such as, Standing Orders and Financial Regulations, Procurement Policy etc., and ensure others meet these requirements.	E	A/I
To promote a culture of innovation and change towards meeting the vision of transformed health and social care in Bexley.	E	A/I
The ability to liaise with other departments of the CCG/Council ensuring participation across the wider perspective in delivering personalised services.	E	A/I

<p>Able to work towards creating a culture within the Council's services to deliver choice and independence in meeting the needs of the customer and other stakeholders through co-produced solutions.</p>	<p>E</p>	<p>A/I</p>
<p>English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the public either face-to-face or over the telephone:</p>	<p>E</p>	<p>A/I</p>
<p>Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.</p>	<p>E</p>	<p>A/I</p>
<p>Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.</p>	<p>E</p>	<p>A/I</p>
<p>Ability to listen to customers and understand their needs.</p>	<p>E</p>	<p>A/I</p>
<p>Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.</p>	<p>E</p>	<p>A/I</p>
<p>(d) <u>Other Additional Requirements</u></p> <p>Enhanced DBS</p>	<p>E</p>	<p>-</p>

KEY:

I = Interview

A = Application Form

DBS = Disclosure & Barring Service

Applicants will be assessed against these criteria and the following high performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask ‘What if...?’ to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
Collaboration	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>

	achieve the outcomes and objectives I need to deliver	
Listening and Responding	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p> <p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>	<p>I seek regular service user feedback and review customer data to shape service improvements</p> <p>I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them</p> <p>I empower staff to make decisions and changes to improve value for money, customer service and productivity</p>
Open and Accessible	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>	<p>I am accessible to my service users, customers, staff and Members</p> <p>I communicate and share a clear vision for the bigger picture as well as specific service areas</p> <p>I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations</p>
Impact	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence</p>	<p>I design services that provide value for money and deliver our outcomes, informed by evidence</p> <p>I produce, prioritise and adapt plans to meet changing requirements</p> <p>I set interim goals to achieve notable wins on the way to larger objectives</p> <p>I deal with poor performance</p>