



**Post Title: Head of Service Commissioning (Quality, Contracts and Personalisation)  
Grade: SLMG 3**

### **Job Purpose – Vision & Strategy**

To develop strategy and vision for the Quality, Contracts and Personalisation Team and contribute to the wider Commissioning and Partnerships agenda within the People's Department, the Council, and our city. To promote the Council's vision, values, aims, objectives, and priorities actively and effectively to partners, national and local stakeholders, employees, and Nottingham's citizens.

To be accountable for delivering on the Council Plans and to take a lead role in robust decision making through the promotion of good governance and effective options appraisals that balance financial risk and organisational ambitions and promises.

To drive best value through the development of a new Brokerage and Personalisation Hub for vulnerable adults to have the choice and control over the life they want in their community, lead the sourcing of nurturing homes for our children in care to grow through a tenacious, strong Children's Placements Team, and lead a high performing Contracts and Payments Team for children's and adults' contracts.

Your role will have two discrete elements; a corporate element, and an element that involves responsibility for a group of services and/or strategic priorities, with a focus on accountability and delivering results.

### **Service Leadership Behaviour Expectations**

As a service leader and senior officer, you will be expected to demonstrate our core Behaviours:

- **Leading People:** by building high performing teams, empowering, and motivating others and being a role model for the organisation and its values.
- **Equality Diversity & Inclusion:** to create and embed an organisation culture of respect and inclusivity in the services we provide and in the workforce that we engage. Ensure EDI implications are considered in decision making associated with changes to service/policies/practices.
- **Change & Innovation:** by driving changing and a culture of continuous improvement, exploring new and innovative ways to design and deliver services.
- **Collaboration:** by working across boundaries, building relationships, effective partnerships and creating joined up services to deliver the best services for the people of our city.

### **Specific Duties**

1. To provide visible strategic and service leadership, direction, robust management, and decision making to the Quality, Contracts and Personalisation Service, including the following areas:
  - a. Children in Care Placements Team

b. Adults and children's Brokerage and Personalisation Hub

c. Contracts and Payments Team

2. To support development of long-term strategy that contributes to the Council's vision, policy and direction, and the role that the Quality, Contract and Personalisation Service can play. Ensure that strong working relationships are developed by giving robust professional advice, speaking truth to power, and communicating policy and direction.
3. Establish and develop a culture that drives best value and delivers results through continual improvement, organisational development, and the use of effective communication channels with internal and external stakeholders, and co-production with children and adults.
4. Actively promote and embed Equality Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.
5. Apply the principles of good governance in the leadership, planning and management of the service. Make effective decisions and work professionally with elected members within the Local Government framework and democratic process of the Council.
6. Contribute to our corporate responsibility in relation to Social Value by designing opportunities to add economic and social value locally and consider and limit the carbon impact of activities through your role and the service.
7. To oversee the brokerage of children's and adults' placements ensuring placements are made in a timely way, frameworks and contracting processes are followed, cost breakdown is recorded and negotiations with providers take place where appropriate and possible to do so.
8. Develop and lead plans to shape the micro provider market and reach into community assets to best support needs of individuals, where they live, including the promotion of early intervention.
9. Lead an effective and outcomes focused Children in Care Placements Team, ensuring best value for our children in nurturing homes and drive added value through strong relationships with providers, children and social workers. Ensure close working with commissioners of the placements market and mutual sharing of good practice, areas for improvement in sufficiency and joint passion for supporting our most vulnerable children to thrive.
10. To lead the effective development of contract monitoring and management for all adults, children's and public health commissioned service for the council following due process. Monitor resultant dashboards and resolve any issues emerging.
11. To lead on existing contract negotiations as needed
12. To map, develop and shape the provider market working with the Strategy and Programmes Manager and Head of Commissioning

13. To be responsible for determining and leading the process to develop annual provider uplifts and requests throughout the year following appropriate budget and Divisional Processes
14. To lead on annual due diligence checks on all contracts
15. To lead on contract extensions, variations, decommissioning or notifications to providers relating to contracts ensuring appropriate stakeholder management
16. To have a focus on quality improvement for all commissioned services for children's, adults, and Public Health alongside the Councils subject matter experts:
  - a) To develop and maintain effective systems and records for performance and quality management and set these up within contracts in discussion and agreement with the Strategy and Programmes Manager
  - b) To work with systemwide quality leads to explore opportunities for integration and joint working
  - c) Develop a dashboard with all quality information, agreeing risk-based criteria to escalate action as required
17. To support the director in translating strategic vision and priorities into plans:
  - a) To identify exceptions and risks with specific reference to contract management and provider improvement for adult, children and Public Health services and put in place appropriate strategies to address risk.
  - b) To lead on the development, implementation and evaluation of business plans, strategies, policies, and procedures to deliver appropriate high-quality services for children and vulnerable/older adults, their families and carers to support the Councils core and statutory services
  - c) To promote a clear focus on quality assurance and service accessibility, maximising customer and family involvement and feedback.
  - d) To ensure that resources from the City Council and Partner agencies have been identified, effectively used and value for money.
  - e) To ensure effective citizen engagement and coproduction of service design and delivery.
  - f) Ensuring best value principles are applied to all activities and services.
  - g) Ensuring work focuses on improvement, leading on relevant workstreams to deliver the change required and be responsible for budget and savings associated with these.
18. Responsible for all aspects of the delivery strategy of services and ensuring that performance management for the allocated group of services is clearly defined in terms of benchmarked outcomes and defined short, medium and long-term business, performance and quality targets that are built-in to the design of services. Work closely with the Commissioning and Partnerships senior team.

**This is a politically restricted post under the provision of Section 2(1) (c) of the Local Government Housing Act 1989**

All senior leaders are expected to:

- Undertake any other duties allocated by the Chief Executive
- Work outside of normal office hours where required

- Participate on an on-call Emergency Response rota if required
- Travel within and outside the city's boundaries when required.

Job profile produced December 1<sup>st</sup> 2022.

### Person Specification: Director of Commissioning and Partnerships

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
<b>Vision, Strategy and Delivery</b>	Expertise in managing statutory and legal responsibilities.		AC	
	Knowledge and understanding of current and forthcoming legislation and provider quality and contracts standards.		AC	
	Understanding of health and social care provider legislation and the legislative context in which providers are operating.		AC	
	Evidence of a successful track-record of creating a vision for effective services and successfully translating clear goals and objectives to deliver outcomes that make a positive difference.	A		
	Evidence of financial and commercial awareness with strong analytical skills and a creative approach to problem solving.	A		
<b>Leading People</b>	Experience of project management of complex tasks at a senior level across a range of organisations.	A		
	Evidence of successfully leading and motivating a team and cultivating a culture that creates high performing people and services.		AC	
	Evidence of planning for the future delivery of services, including the effective workforce planning for capacity and capability challenges.		AC	
<b>Equality, Diversity and Inclusion</b>	Demonstrating a robust understanding of equality, diversity and inclusion at every level and demonstrative experience in tried and tested methods to develop inclusive services within strategic partnerships.		AC	
	Evidence of leading people and services/teams to recognise, respect and value individual needs to achieve a culture of inclusivity.		AC	
<b>Change and Innovation</b>	Experience of creating tailored services and support which are high quality and reflect the needs of customers or service users.	A		
	Experience in change management and business transformation.	A		
<b>Collaboration</b>	Experience and skills in challenging existing practices and cultures and securing commitment to collaborative, partnership working to improve services for citizens and communities.		AC	

	Understanding of how to operate effectively and openly within the democratic process with the political acumen demonstrating the skills to develop productive working relationships with Councillors and to speak truth to power		<b>AC</b>	
<b>Qualifications and CPD</b>	Experience of Children's and/or Adult Services and understanding of commissioning for health and care priorities	<b>A</b>		
	Demonstrate track record in building and sustaining partnerships with wide range of agencies.		<b>AC</b>	
	Experience in market shaping and development with effective stakeholder engagement.		<b>AC</b>	
	Ability to contribute to the development of overall market strategy	<b>A</b>		
	Experience of managing contracts and knowledge of good practice	<b>A</b>		
	Ability to think creatively and laterally to create personalised support that drives good outcomes		<b>AC</b>	
	Experience of using data and financial systems	<b>A</b>		
	Expert understanding of commissioning methodology and best practice in commissioning for social care		<b>AC</b>	
<b>A - Application</b>	<b>AC – Assessment Centre</b>	<b>D – Documentary Evidence</b>		