

Job title: Brokerage and Placements Service Manager

Department: Children and Education Service

Service: Children's Commissioning

Section: Children's Placements

Grade: K

Post reference number:

1 Job purpose

To provide strategic leadership and embed best practice in relation to the Brokerage and Placement service that sources interventions for vulnerable children, via a range of purchasing methods, including commissioned provision, Direct Payments and Individual Service Funds, to secure compliant and value for money provision from external services providing the best outcomes for citizens.

2 Principal duties and responsibilities

1. Develop new, innovate and continually review brokerage and placements strategies and plans within designated areas of activity to meet the council, strategic partnership, directorate and service objectives in the most cost effective and efficient manner.
2. Lead on the development of robust annual business/ work planning processes to ensure that compliant and quality provision is sourced and that efficiencies are identified and delivered to meet the Council's budget strategy. To ensure robust financial practices are embedded to enable transparent reporting and audits.
3. Lead complex negotiations with providers and partners regarding the value and delivery of bespoke service provision. Ensure relevant Portfolio holders, the Senior Management Team, as well as commissioning, policy and finance colleagues are consulted and advised appropriately concerning the performance of the function and service development. Individual packages will cover a diverse range of needs and service requirements.
4. To contribute towards the development of future commissioning intentions by providing strategic market intelligence, demand and demographic trends as an output of care and support sourcing operations. Recognising locally and nationally determined priorities, work with the Commissioning and Contracts Teams to deliver best value.
5. Ensure functions are delivered in a manner compliant with the requirements of all legislation and best practice that may impact upon the delivery of the service e.g. the Data Protection Act, EU legislation, Standing Orders, Financial Regulation and other professional standards of confidentiality and propriety. (This list is not exhaustive.)
6. To contribute to and influence the development of strategies and supporting plans to improve the health, well-being, safety and care of individuals and communities in line with national and local strategies and plans. This includes co-design with joint funders and key stakeholders developing new innovative approaches and maximising resources.
7. Establish and maintain effective partnership and joint working relationships with a diverse range of relevant bodies, including strategic partnerships, joint funders, health and social care providers, community leaders and elected members, forming strategic alliances and developing effective working practices on a local, regional and national level, recognising opportunities for system change and integrated service delivery.

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8. To provide strategic advice to the Head of Service and other Senior Managers including Director, Assistant Director and Elected Members.
 9. Deputise for the Head of Service and cover for other Service and Team Manager colleagues as required.
 10. Ensure high standards of practice and process, effective operating systems and continuously strive to improve all designated services to contribute to the achievement of the directorate and division.
 11. Develop and maintain robust processes and procedures following compliant care sourcing to ensure robust reporting of service and team performance.
 12. Manage and oversee the workload of the service according to both internal and externally driven priorities and risks e.g. hospital discharge, emergency placements, winter pressures, whilst ensuring the citizen is at the heart of all that we do, promoting independence with a strengths-based approach which builds on resilience.
 13. Work with operational colleagues in monitoring the implementation of the guidelines and interagency policies and procedures as they relate to protecting vulnerable children.
 14. Identify and lead the innovative and creative use of digital solutions to support the effectiveness and productivity of team resources and to provide an insight into the success of service delivery and achievement of KPIs.
 15. Lead the Brokerage and Placements Service to promote a broader understanding of the functions and specialisms. This will include the design and delivery of stakeholder workshops, appropriate training and key messages and communications to drive the business and performance.
 16. Lead and manage the services and staff in the Brokerage and Placements Team to deliver excellence in all areas of operation through promoting a 'can do' culture, ensuring a customer focused approach, identifying good practice, mentoring and supporting the team members to deliver a culture of continuous improvement.
 17. To uphold and adhere to the Authorities corporate values and support corporate objectives such as those outlined in Nottingham City Councils Corporate Ambitions and to support the development of an organisational culture which is positive, forward looking, solution focused, results orientated and customer focused.
 18. Any other duties commensurate to the role, as required by the Strategic /other senior managers.

3. All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

6. Numbers and grades of any staff supervised by the post holder:

Direct line management of 1 FTE Brokerage and Placements Managers
Management oversight of 9 FTE Brokerage and Placements Officers

7. Post holder's immediate supervisor:

Head of Commissioning

Prepared by/author: Jackie Wyse **Date:** April 2024

Job title: Head of Commissioning, Contracts, Quality and Personalisation

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature: **Date:**

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Department: Commissioning and Partnerships

Service: Contracts, Quality and Personalisation

Grade: K

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Areas of responsibility	Requirements	A	T	I
Technical Knowledge and Experience	A detailed knowledge, understanding and experience of working within the legislative frameworks for Children’s Social Care	✓		✓
	Significant experience and knowledge of delivering a person centred, strengths-based approach in respect of brokering and placements sourcing for childrens provision and establishing effective mechanisms to support these functions.	✓		✓
	Significant experience and knowledge of effective market management, holding providers to account, negotiating, and following contractual processes where poor performance is identified.	✓		✓
	Knowledge and experience of provider failure processes, the impact on the service and ensuring minimum disruption to those accessing care and support.	✓		✓
	Significant experience and knowledge of project management principles to support strategic commissioning and delivering change management within a complex organisation	✓		✓
	Significant experience and knowledge of developing effective monitoring regimes in accordance with best practice, legislation and within the available resources.	✓		✓
	Significant experience in leading complex negotiations concerning price, and delivery, with service providers and commissioning partners across a diverse range of services. Including specific experience and knowledge of health service contracting and proven commercial acumen	✓		✓
	Extensive knowledge of legislation that governs the scope of the role, including social care, public health, financial and procurement regulations.	✓		✓
Communication and Partnership Working	Demonstrable experience of managing difficult conversations diplomatically, with colleagues, stakeholders and providers to an appropriate resolution.	✓		✓
	Significant experience of writing comprehensive and technical reports, with an understanding of the political context and potential implications.	✓		✓
	Excellent interpersonal skills, verbal and written communication, including developing and delivering presentations	✓	✓	✓
	Experience of establishing and maintaining effective partnerships and working relationships, with a wide range of stakeholders to	✓		✓

	achieve jointly agreed outcomes and best value			
	Experience of working with Portfolio Holders, Senior Managers, Finance and Service Managers to strategically improve service delivery.	✓		✓
Leadership and Management	Experience and ability of conveying clear vision, taking a strategic approach towards the management of staff, within multiple teams, empowering solution focused staff and fostering a culture of continuous improvement	✓		✓
	Significant experience and knowledge of effective budget management processes, at a team and corporate level and identifying and achieving savings/ efficiencies.	✓	✓	✓
	Significant experience of resolving and managing conflict and negotiating solutions, including where the authority has a statutory duty of care	✓		✓
	Significant experience of effective performance management and development of staff, including the ability to design, deliver and evaluate effective training interventions	✓		✓
Skills and Abilities	A proven ability to make sound judgements, seeking solutions to complex issues	✓		✓
	A proven ability to think strategically, with a “can do” attitude, that fosters enthusiasm and inspires others to fulfil their full potential	✓		✓
	A proven ability to think analytically, analysing data, information and situations in detail and to develop and adapt self, systems and services accordingly	✓	✓	
	A proven ability to strategically plan and identify outcomes to deliver strategic aims.	✓		✓
	A proven ability to understand the aims of the Council, Directorate and Divisional programmes and translate these into practice.	✓		✓
	A proven ability to effectively use a range of IT systems, including Microsoft Word, Excel, PowerPoint, Outlook, bespoke social care systems and to lead on the identification and implementation of any new systems that support the smooth running of the team		✓	✓
	A commitment to their own continuous development, actively seeking opportunities to increase their own and the team’s knowledge and skills	✓		✓
Work to promote mutual respect and good relations	A knowledge and understanding of the needs of minority and disadvantaged groups, and ability to ensure their needs are reflected in work outcomes.	✓		✓
	To be sensitive to needs of customers and staff and to challenge inappropriate behaviour	✓		
Work Related Circumstances	Willingness to comply with the City Council’s non-smoking policy.	✓		
	Willingness to attend meetings out of hours, when required, where reasonable notice is provided.	✓		
	Ability and willingness to travel both inside and outside the council area as required.	✓		

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