

Job title: Contracts and Quality Improvement Manager

Department: Commissioning and Partnerships

Service: Contracts, Quality and Personalisation

Section: Contracts and Quality Improvement

Grade: J

Post reference number:

1. Job purpose

To provide operational leadership in relation to market management, quality monitoring and improvement of services and interventions for vulnerable adults and children, to secure effective, efficient and value for money external services for children's services, adult services and public health.

2. Principal duties and responsibilities

1. To provide the operational leadership for contract management, quality monitoring and improvement functions of commissioned contracted services, driving market management, and enabling the Directorate and Division to translate vision, values, policies and procedures into practical and effective action, supporting the 'one team' approach.
2. Lead and manage a team of contract management and quality assurance and improvement staff, supporting continued professional development, innovation and a positive working environment, ensuring the workforce is confident, skilled and flexible to respond to changing priorities and integrated within the wider Commissioning and Partnerships functions.
3. To support, and respond to all aspects of safeguarding, quality assurance visits and sustainability of contracted providers, attending any required professional meetings where provider failure may need to be managed.
4. To work with providers to ensure the right type of services are commissioned, including taking account of service user/ relative feedback, regulatory requirements, new technology and other innovative approaches.
5. To support the team to gather evidence-based feedback using outcomes focused mechanisms, empowering service users and those with lived experience, including community engagement to support practice improvements and quality commissioned services.
6. To oversee the implementation and continual review of a matrix that enables the effective and proportionate contract management and quality improvement/ monitoring of all contracts relating to Public Health, children's and adults social care services within the resource base provided by the team, whilst holding accurate records on behalf of the Council that hold up to scrutiny and challenge.
7. Liaise with operational managers and technical specialists across adults and children's services and maintain a contract management framework and toolkits for use in specific

settings, to ensure commissioned services remain responsive to local needs and conditions, protect vulnerable children and adults and are utilised appropriately.

8. To be accountable for the contracts baseline register for children's, adults and public health services and ensure regular updates on the effectiveness of each contract is provided to senior management and procurement to enable administration of an effective corporate register.
9. To provide contract management advice to Service Managers, Head of Service's, other Senior Managers and Elected Members as and when required in relation to commissioned services.
10. To communicate effectively with appropriate local, regional and national bodies to bring relevant expertise to the City, contribute to the evidence base for health and wellbeing and supporting a solution and customer focussed culture, sharing learning and good practice to support continuous improvement.
11. To review, contribute and where required develop new and innovative contract management and quality Improvement strategies and plans within designated areas of activity to meet the Authorities and maximise resources. This is inclusive of reviewing or supporting the development of external partnership strategies and plans, i.e. Joint ICB initiatives. Provide input to strategies and plans which complements other major policy initiatives such as the Health and Wellbeing Strategy, JSNA and the Public Health Outcomes Framework.
12. Work Collaboratively with Commissioning to ensure a robust process of annual business planning is maintained with appropriate reports, delivery plans and annual needs assessment taking place in a timely to identify and delivery against current and future commissioning priorities.
13. Ensure staff work collaboratively with Commissioning to ensure all services have the ability to be contract managed appropriately, using best practice, high quality clear specifications with outcome frameworks, clear targets that deliver required efficiencies, and to support the development of monitoring that is proportionate, and risk based for each contract to provide quality assurance.
14. Support staff to agree tolerances relating to provider performance through their contracting relationships, ensuring mitigating measures and escalation processes as required. Providers should be empowered to report on performance in a format that can be interrogated to generate meaningful performance data and robust monitoring of commissioned services.
15. Ensure the workforce, both internal and external, is kept updated with new evidence, guidance, legislative changes and service changes that affect services such as publication of new guidance by NICE, changes to legislation or the introduction of new care pathways, either through training from external providers or where necessary direct delivery of training sessions.
16. To ensure the Local Authority fulfils the required, statutory responsibilities, uphold and adhere to the Local Authority's own corporate objectives in relation to contracted commissioned services and ensure functions are delivered in a manner compliant with the requirements of Health and Safety policy and legislation, the Data Protection Act, EU legislation, Standing Orders, Financial Regulation and other professional standards of confidentiality and propriety.
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.

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18. To manage an internal communication plan to enable effective delivery of the above responsibilities.
 19. Deputise for the Service Manager and cover for other Team Manager colleagues as required.
 20. To assist in the management of change and in managing the consequences of change projects to agreed timescales and costs.
 21. 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 GDPR, 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 6 FTE Contract Managers and 4 FTE Contract Officers

7. Post holder's immediate supervisor:

Contracts and Quality Improvement Service Manager

Prepared by/author: Jackie Wyse

Date: March 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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| Areas of responsibility | Requirements | A | T | I |
|--|--|---|---|---|
| Technical Knowledge and Experience | A working knowledge and experience of working within the legislative frameworks for Adult Social Care, Children's Social Care, Education and Public Health. | ✓ | | ✓ |
| | Experience and knowledge of contract management, quality improvement and establishing effective mechanisms to support these functions. | ✓ | | ✓ |
| | Experience and/ or knowledge of effective market management, holding providers to account, negotiating, and following contractual processes where poor performance is identified. | ✓ | | ✓ |
| | Knowledge and experience of leading provider failure processes, working with poor performing providers to improve or close, whilst ensuring minimum disruption to those accessing care and support. | ✓ | | ✓ |
| | Experience and knowledge of project management principles to support strategic commissioning and delivering change management within a complex organisation | ✓ | | ✓ |
| | Experience and knowledge of developing effective monitoring regimes in accordance with best practice, legislation and within the available resources. | ✓ | | ✓ |
| | Experience in leading complex contract negotiations concerning price, delivery and quality, 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 | ✓ | | ✓ |
| | A working knowledge of legislation that governs the scope of the role, including social care, public health, financial and procurement regulations. | ✓ | | ✓ |
| Communication and Partnership Working | Experience of managing difficult conversations diplomatically, with colleagues, stakeholders and providers to an appropriate resolution. | ✓ | | ✓ |
| | 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 | ✓ | | ✓ |

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| | Experience of working with Portfolio Holders, Senior Managers, Finance and Service Managers to strategically improve service delivery. | ✓ | | ✓ |
| Leadership and Management | An ability to convey a clear vision, taking a strategic approach towards the management of staff, empowering solution focused staff and fostering a culture of continuous improvement | ✓ | | ✓ |
| | Experience and knowledge of effective budget management processes, at a team and corporate level and identifying and achieving savings/ efficiencies. | ✓ | ✓ | ✓ |
| | Experience of resolving and managing conflict and negotiating solutions, including where the authority has a statutory duty of care | ✓ | | ✓ |
| | 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 | ✓ | | ✓ |
| | An ability to think strategically, with a “can do” attitude, that fosters enthusiasm and inspires others to fulfil their full potential | ✓ | | ✓ |
| | An ability to think analytically, analysing data, information and situations in detail and to develop and adapt self, systems and services accordingly | ✓ | ✓ | ✓ |
| | An ability to understand the aims of the Council, Directorate and Divisional programmes and translate these into practice. | ✓ | | ✓ |
| | An ability to effectively use a range of IT systems, including Microsoft Word, Excel, PowerPoint, Outlook, bespoke social care systems and to support the identification and implementation of any new systems that support the smooth running of the team | ✓ | ✓ | ✓ |
| | Is committed 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. | ✓ | | |
| A: Application T: Test I: Interview | | | | |

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

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