

London Borough of Tower Hamlets Job Description

JOB TITLE:	Commissioning Manager
GRADE:	L
POST NUMBER:	
DIRECTORATE:	Children's and Culture
SERVICE:	Children's Integrated Commissioning
SECTION:	Cross Cutting Service
RESPONSIBLE TO:	Senior Commissioning Manager
RESPONSIBLE FOR:	
	Is the post politically restricted? – Yes Is a Travel Allowance Payable? – No Does this post attract an Essential Car User Allowance? –No

JOB SUMMARY:	To support the Senior Commissioning Manager on the commissioning of specific contracts within a portfolio area to enable cost effective, appropriate and sustainable solutions for high quality services for service users across Tower Hamlets. This includes contracts commissioned by the local authority, the CCG or jointly. To support the development and implementation of strategies and associated delivery plans for the relevant area. These strategies will support service transformation, service innovation, high standards of customer care and the delivery of integrated service provision for service users. To engage with users and carers in commissioning, in particular ensuring that systems are in place to encourage and enable Children, Young People, carers, families and advocates to participate in the commissioning of contracts. To undertake key projects across organisational boundaries, in both the CCG and Local Authority to support the delivery whole system transformation. To deputise for the Senior Commissioning Manager as required.
THE ROLE:	Tower Hamlets Council in partnership with Tower Hamlets Clinical Commissioning Group (CCG) have created an integrated commissioning division to lead on the establishment and delivery of innovative approaches to integrated commissioning across health and social care for children and young people. The Council and CCG, through the Tower Hamlets Together partnership have a shared vision, ambition and drive to become one of the best interconnected commissioners of provision for residents in the borough, supporting the delivery of joint planning and joint commissioning in order to ensure the best possible outcomes and maximum value for a collective investment. The Commissioning Manager will play a key role in delivering the ambition for joint commissioning and will have a lead role for the commissioning of contracts within the service.

ROLE REQUIREMENTS:

1.	Support the senior commissioning manager in ensuring that the Directorate's commissioning priorities are delivered in a way that ensures the availability of a broad range of appropriate and cost-effective solutions, which are sustainable within current financial resources.
2.	Take the lead in the development and drafting of service specifications and tender documents relating to specific contracts, as required by the senior commissioning manager.
3.	Attending and supporting relevant partnership board (s) or other stakeholder groups in place, and acting as a liaison and link with relevant key stakeholders.
4.	To take a lead role in a specific area e.g. Domiciliary Care, Short Breaks, Mental Health, Accommodation Based Support, Advocacy, SEND, Autism strategy development and maintain up to date knowledge of key local and national policy and legislation and best practice.
5.	To monitor expenditure against specific services / contracts and contribute to effective budget management within the service.
6.	To provide advice and information to senior managers as required enabling a timely and accurate response to complaints, Members Enquiries and other similar enquiries.
7.	To provide information on a timely basis for the preparation of reports to the Directorate Management Team, Corporate Management Team, Procurement Board, Cabinet, elected members, and others as requested.
8.	Support the development and implementation of innovative approaches to commissioning, using benchmarking, performance analysis and other techniques, to support the continued improvement, efficiencies and quality of services.
9.	Working with other relevant services within the Council, the CCG and other partner organisations to ensure that all commissioning decisions are based on an analysis of the current and future needs for mental health services, demand projections, a robust evidence base and the integrated care aspirations of the Council.
10.	Working across LBTH and the CCG to support innovation and transformation of services, ensuring quality improvement and an understanding of population needs and assets are included at the heart of service design and delivery.

11.	To carry out appropriate and effective consultation and engagement with service users and families to ensure they are fully engaged with the commissioning process and ongoing monitoring and evaluation of services.
12.	To play a key part in provider and market development, working in partnership with local organisations to enhance their capabilities to deliver care and support services.
13.	To line manage staff offering supervision and managerial direction, within the Council's agreed policies and procedures.
14.	To ensure that staff have an annual performance appraisal, performance plan, and personal development plan, and that these links closely with the directorate and service business plans.
15.	To carry out investigations into staffing issues as requested.
GENERAL TERMS:	
16.	To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme.
17.	To engage and develop all staff in the team to ensure they have clear personal development plans.
18.	Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
SPECIAL TERMS AND CONSIDERATIONS:	
19.	To be able to work evenings and weekends with appropriate notice.
CORPORATE RESPONSIBILITIES:	
20.	Actively contribute to the leadership of the council in a way that promotes a 'one organisation' approach.

21.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
22.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
23.	Support organisational change and learning, ensuring appropriate systems of performance and development, communication and engagement, quality measures, monitoring and review are in place for all services and the workforce that delivers them.
24.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
25.	Lead and participate in all service / team activities and ensure that these are aligned to the council's corporate priorities and outcomes, as set out in the Strategic Plan.
26.	Continuously improve systems and processes and, as part of our Smarter Together Transformation programme, modernise our core support and enabling functions to improve effectiveness and efficiency
27.	Promote and actively participate in the programme of service reviews and transformation projects to improve the council's operational effectiveness.
28.	Utilise new ways of working to champion our diverse communities and secure effective outcomes for the council's residents.
29.	Deputise for the line manager from time to time as required.
PEOPLE:	
30.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of specific service programmes and deliverables.
31.	Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
32.	Establish and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents.

FINANCE:	
33.	Ensure that opportunities for efficiencies are systematically explored and developed and drive down spend where appropriate.
34.	Hold managers to account to provide services that are delivered or procured that represent value for money.
SERVICE:	
35.	Carry out all duties in line with the Council's Standing Orders, Financial and Procurement Regulations and Constitution.
36.	Play an active role individually and as part of the management team in identifying and implementing improvements to the quality and efficiency of the Corporate Strategy, Improvement and Transformation service.
PERFORMANCE:	
37.	Meet relevant performance targets in the council's strategic plan and service plans. These will be agreed with the postholder as part of the My Annual Review process.
OTHER CONDITIONS:	
38.	Carry out other duties and responsibilities commensurate with the level of the post as directed by the Corporate Director/Director/Head of Service.

Person Specification for the Post of Commissioning Manager		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	Expert knowledge in relation to health and social care services for Children and Young People.	E	A, I
	A sound knowledge and understanding of the commissioning processes in health, the Council, NHS or the voluntary sector.	E	A, I
	A good working knowledge of the statutory responsibilities and compliance with Council's standing orders and financial regulations or a willingness to learn.	E	A, I
	Knowledge and understanding of the key issues facing voluntary and independent sector partners who provide services.	E	A, I
	A sound knowledge and understanding of evidence based commissioning models.	E	A, I
	A sound knowledge of the needs of Children and Young People with care and support needs.	E	A, I

	Knowledge of current health and social care policy frameworks and literature	E	A, I
Qualifications & Experience	A degree or relevant professional qualification or significant experience within commissioning, strategy or transformation.	E	A, I
	Significant experience of commissioning services either in health, social care, the statutory or voluntary sector.	E	A, I
	Experience of service development and the development of strategies, policies, procedures and monitoring systems.	E	A, I
	Experience of co-production with residents and other key stakeholders.	D	A, I
	Experience and understanding of sound budgetary practice and processes.	D	A, I
	Experience of project and programme management, including developing milestones, targets and managing interdependencies	D	A, I
	Experience of presenting complex issues clearly and concisely, both orally and in writing.	E	A, I

	Experience of managing staff and/or a team.	D	A, I
Living the TOWER Values sets out the essential behaviours required of all staff. They are aligned to the organisation's five TOWER Values			
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Building relationships Seeks opportunities to build positive relationships with people from other teams and partners.	E	A, I
	Collaborating Looks for ways to collaborate with others early on, to achieve the best outcomes	E	A, I
	Developing networks Maintains and encourages networking across teams to achieve the best outcomes.	E	A, I
We are OPEN and transparent	Managing change Facilitates the change required for the team and others to be connected to ongoing service requirements.	E	A, I
	Being approachable Approachable and seeks regular internal and external feedback from people to improve how they and others do things.	E	A, I
We are WILLING to challenge, innovate and be accountable	Learning & challenge Respectfully challenges others, using data and observation to drive improved outcomes.	E	A, I

	Improvement and Innovation Leads the way and encourages others, so they achieve continuous improvement with measurable benefits.	E	A, I
We empower each other to be EXCELLENT and go the extra mile	Having purpose & personal motivation Defines clear objectives, expectations and roles to motivate the team towards the vision, as well as inspiring the team to achieve their best.	E	A, I
	Making colleagues feel appreciated and valued Actively recognises the success and achievements of others, acknowledging them in creative ways.	E	A, I
We RESPECT all communities, they are the heart of everything we do	Learning from customers Uses customer feedback data to make improvements to how we work, to achieve the best outcome.	E	A, I
	Respecting diversity and being inclusive Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service.	E	A, I
Additional Requirements	Willingness to work outside of contracted hours in the evenings and weekends subject to notice.	E	A, I