



London Borough of Tower Hamlets

Job Description

JOB TITLE:	Commissioning Officer
GRADE:	Grade I
POST NUMBER:	E030100131
DIRECTORATE:	Children Young People and Families
Section:	Children and Culture
SERVICE:	Integrated Commissioning
RESPONSIBLE TO	Senior Commissioning Manager
RESPONSIBLE FOR	No line management responsibilities
	DBS check required. – Yes Enhanced Is the post politically restricted? – No Is a Travel Allowance Payable? – No Does this post attract an Essential Car User Allowance? – No



JOB SUMMARY:	To contribute to an expert integrated commissioning function enabling the delivery of effective, high quality and innovative health and social care services and solutions for residents. To provide support in all aspects of the commissioning cycle and develop subject expertise in relation to specific aspects of the commissioning cycle, specific service user groups or types of services. To monitor a portfolio of contracts and/or grants with a particular focus on monitoring outcomes and managing performance against agreed standards and support the effective management of the contract performance. To engage with users and carers to encourage and enable service users, carers, families and advocates to participate in the monitoring of contracts. To deputize for the 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 adults and 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 Officer will support the commissioning and monitoring of Council and or CCG funded contracts within the service.



ROLE REQUIREMENTS:	
1.	Support the Senior Commissioning Manager / Commissioning Manager to develop, implement and maintain robust contract monitoring processes and ensure compliance with the contract and service specification.
2.	Manage the service's performance dashboard or any other key documents, ensuring they are accurate and well maintained to provide reliable management information.
3.	Analyse, track and report on the performance of Integrated Commissioning services' contracts, using local and national data, benchmarking against industry standards and national guidelines where appropriate.
4.	To support all providers in delivering excellent cost-effective service provision to service users.
5.	To visit establishments and individual clients on a regular basis to assess the Providers performance of the contract from the point of view of the service users.
6.	To generate purchase orders for providers for contracts in the service in accordance with contractual arrangements, and the Council's financial management systems and verify the accuracy of such payments prior to their release.
7.	To be responsible for maintaining full, detailed and up to date financial and performance records of contracts and to collect information as required.
8.	To ensure the Council's compliance with statutory duties and requirements.
9.	To assist with the preparation of appropriate management information, reports and statistical analysis.
10.	To attend regular meetings with providers to ensure satisfactory performance of contracts and resolve any issues as appropriate.
11.	Where appropriate, issue formal written warnings and maintain records of documents and enforcement of penalty clauses.
12.	To make recommendations to Commissioning Managers and prepare documentation to inform commissioning decisions.



13.	To work with relevant stakeholders across organisational boundaries to support the effective operation of contracts.
14.	To prepare responses to Council Members and MP's enquiries, ensuring that thorough investigation and comprehensive replies are made.
15.	To foster and maintain effective lines of communication and liaison between Providers and clients to ensure satisfactory working relationships.
16.	To work with the Commissioning Managers to prepare specifications and participate in the presentation and evaluation of Tender documents, ensuring the needs of the service are met.
17.	To keep up to date with developments in legislation, policy, practice, models of care and service delivery and ensure services are delivered within recommended guidelines.
18.	To attend all relevant Council and other meetings and provide advice to members and officers as appropriate
General Terms	
19.	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.
20.	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.
21.	To undertake additional duties that may arise from time to time commensurate with the grade of the post.
CORPORATE RESPONSIBILITIES:	
22.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
23.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.

FINANCE:	
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24.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, which is inclusive of all disadvantaged groups.
25.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
26.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
27.	Actively participate in all service / team activities, having regard to the council's corporate priorities and outcomes, as set out in the Strategic Plan.
28.	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.
29.	Promote and actively participate in the programme of service reviews and transformation projects to improve the council's operational effectiveness.
30.	Utilise new ways of working to champion our diverse communities and secure effective outcomes for the council's residents.
PEOPLE:	
32.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of specific service programmes and deliverables.
33.	Work with managers and colleagues to develop clarity around expected outcomes and standards, with clear lines of accountability.
34.	Contribute to a culture of learning and workforce planning by taking responsibility for managing your career and personal development and therefore improve outcomes for Tower Hamlets' residents.

35.	Work with managers and colleagues to explore and develop opportunities for efficiencies and drive down spend where appropriate.
36.	Work with managers and colleagues to ensure services that are delivered or procured represent value for money.
SERVICE:	
37.	Carry out all duties in line with the Council's Standing Orders, Financial and Procurement Regulations and Constitution.
38.	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:	
39.	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:	
40.	Carry out other duties and responsibilities commensurate with the level of the post as directed.

Person Specification for the Post of Commissioning Officer		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	Sound knowledge in relation to quality assurance processes and contract management methodology	E	A/T
	Knowledge and understanding of the commissioning processes in health, the Council, NHS or the voluntary sector.	D	A/I
	Knowledge of administrative, financial and information systems in use to monitor and review services provision.	E	A/I
	Knowledge of quality systems and performance frameworks.	E	A/I
	Current knowledge of the needs of Children and young people with care and support needs.	E	A/I
Qualifications & Experience	Educated to Degree level	E	A/I
	Relevant academic or vocational qualification, or relevant experience	D	A/I
	Strong experience of contract management and compliance relating to high value contracts	D	A/I

	Experience of preparing and delivering high quality information, reports, enquiries and briefings, often to tight deadlines, including complex reports.	E	A/I
	Experience of using performance evaluation findings to lead regular and constructive performance conversations with providers, working with them to resolve issues.	D	A/I
	Experience of identifying contractual problems and developing solutions to resolve them.	E	A/I
	Experience of working with service providers in a multi-agency context, including provision of advice and support and the development of service standards.	D	A/I
	Strong oral, written and presentational skills to a wide range of audiences.	D	A/I
	IT skills at an intermediate or advanced level to include Word and Excel.	E	A/I

Living the TOWER Values sets out the essential behaviors 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	Communicating clearly Thinks about the people they communicate with and adjusts their style accordingly.	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
	Managing change Seeks to develop own resilience to manage change, seeking support where necessary.	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

	Being accountable Takes accountability for delivering clear goals and targets, whilst setting high standards, for self and others.	E	A/I
We empower each other to be EXCELLENT and go the extra mile	Having purpose & personal motivation Understands the organisations direction of travel and actively supports that in their work and interactions. Being empowered Takes the initiative to improve outcomes because they can explain the difference they have made.	E	A/I
We RESPECT all communities, they are the heart of everything we do	Understanding our customers' needs Uses customer feedback to actively improve customer outcomes and the way services are delivered. 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. To comply with the requirement to carry out a DBS check on this role.	E	A