

Role Title	Commissioning Officer
Job Family	Adult Social Care
Pay Range / Scale	PO4
Purpose This post will support the commissioning of services for adults with care and support needs and carers, ensuring the delivery of high-quality, cost-effective services aligned with agreed commissioning priorities, ensuring that adults with care needs in Waltham Forest live as independently and well as possible and have choice over the care they receive.	
Generic Accountabilities	End Results/ Outcomes
To contribute to the commissioning of services including leading on projects, to meet the social care needs of the local population.	Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues. Projects are delivered to agreed specification, timescales and budgets.
To collate information and intelligence and act as a source of advice on specific areas, as agreed with the Commissioning / Quality and Contracts Managers/ Heads of Service and the AD. This will include analysis and identification and interpretation of issues, trends and problems.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
To work closely with strategic commissioners, quality assurance and contract monitoring, business intelligence and operational colleagues to develop plans for service improvement and development in specific areas, as agreed.	Service plans delivered which are comprehensive, evidence-based to deliver good outcomes. This will include ensuring robust plans to support service improvement and development and plans will be produced and agreed within specified timescales. Strong collaborative working to enable effective partnership working with strategic commissioners, quality assurance, contract monitoring, business intelligence, and operational teams to ensure alignment of priorities and actions. Plans will be evidence based and informed by robust analysis of performance data, quality metrics, and market intelligence. They will include measurable quality improvements.

	Positive relationships with internal and external stakeholders, ensuring co-production and feedback loops are integrated into improvement plans.
To contribute to liaison and joint working with providers and potential providers of services to support market development in response to identified local need.	Sustainable and diverse market place. Excellent engagement.
To contribute to the engagement, consultation and co-production with service users, carers and providers to inform commissioning intentions.	Excellent engagement and co production informs commissioning activity
To contribute to the development of service specifications and implementation of procurement processes, including leading on these tasks in relation to specific contracts as agreed with the Commissioning Manager.	High quality outcome focused service specifications are in place Commissioning activity is delivered in line with agreed timescales Robust project planning and management
To contribute to the reviewing of commissioned services to be agreed with the Commissioning Manager, including writing reports on service performance.	High quality and informed reviews are carried out to inform commissioning decisions. Reports are high quality.
To work on projects and programmes applying project management principles as required.	Work is delivered in line with key milestones agreed and timescales. Activity is well coordinated with robust engagement and project plans are clear.
To keep thorough and accurate records, and provide support at meetings through preparing agendas, taking effective minutes, recording actions and liaising with various stakeholders as required.	Work delivered is high quality. Work is well coordinated. Excellent engagement. Work is delivered to time scales agreed.
Advise Senior Officers on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Contributing to major corporate or partner initiatives / complex strategic or operational issues are managed effectively.

	Major issues are managed through to a satisfactory conclusion and issues escalated appropriately Contributing and coordinating responses to FOIs and complaints to support effective resolution.
Contributing to the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Prepare and present a full range of reports (both standard and non-standard).	Reports are prepared, distributed / presented to the appropriate forums (in line with governance)/ to the required standards and timescales. Evidence based recommendations are made.
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support others in their development.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Work collaboratively across strategic commissioning, quality assurance, contract monitoring, business intelligence, and operational colleagues to develop and deliver service improvement plans.	Positive stakeholder engagement and feedback Commissioning activity is evidence based Excellent outcomes are being delivered
Ensure all commissioning activity reflects best practice, value for money, and positive outcomes for residents and contribute to priorities and transformation programmes.	Commissioning activity delivered is high quality and delivered to timescales agreed with excellent outcomes delivered.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All Council policies and procedures are complied with.
Job Specific Accountabilities	End Results/Outcomes
Contribute to commissioning strategies/ policies with the relevant internal and external	Will support ensuring that commissioning strategies are produced with service users, carers, partners and are supported by accurate and comprehensive analysis of

stakeholders that meet the needs of residents and the Council	demand, national and local policy, market intelligence, opportunities best practice and innovation. The Council meets statutory obligations in regards to commissioning for the specified client groups(s).
Support commissioning of specific new contracts and services, using market knowledge and expertise to inform the analysis of gaps and in developing appropriate service solutions	Contribute and may lead specific projects as agreed to improve service quality, efficiency, and outcomes for residents. Work evidences understanding of the organisations commercial and business priorities and delivers positive results for the organisation
Support the recommissioning and decommissioning of specific contracts and services, applying knowledge and expertise gained through commissioning activity to inform and support the commissioning process.	Delivery of best value for money and outcomes through recommissioning and decommissioning discussions and process Commissioning activity is evidence based, using available information to support effective and timely input into decisions.
Effectively contributes to the commissioning cycle, including: ○ Undertaking baseline performance and activity analysis ○ Supporting market engagement, including current and potential suppliers. ○ Capturing the voice of service users and residents ○ Contributing to service development and design ○ Procurement activity ○ Managing contract mobilisation	Evidence based commissioning which delivers best value for money and outcomes. Commissioning activity undertaken in line with the commissioning cycle and legislative requirements Worked is informed by coproduction and engagement.
Liaise with delivery partners/ providers/suppliers to support development and commissioning of services.	Effective engagement with providers, taking leadership of situations where issues are identified. Services are high performing and delivered on time, to budget and standards agreed. Positive outcomes are delivered. Opportunities for partnership working are maximised.
Contributed to effective market shaping, management & sustainability through review of provider performance, identifying risks and opportunities for improvement and supporting and	Services are high performing Robust market engagement is occurring to inform commissioning activity. Diverse, sustainable and high quality provider market.

or leading on market shaping activities.	
To demonstrate application of knowledge effectively to contribute to future recommissioning activity.	Commissioning activity is evidenced based and high quality.
To undertake analysis of data to inform decision making of future commissioning intentions and demonstrate good practice and innovative models of commissioning and service delivery.	High quality commissioning activity is occurred which is evidence based. Analytical tools are being utilised effectively to inform effective commissioning and contribution to benchmarking activities.
To identify, investigate, evaluate, and advise on new legislation and national policy directives and recognition and understanding of key themes, quality concerns, and poor performance indicators when reviewing data and addressing concerns directly with providers and commissioners.	Commissioning activity meets statutory requirements and is evidence based and informed by best practice.
To contribute and lead on projects, working with colleagues to develop new ways of improving outcomes and delivering value for money. This includes contributing and leading on delivery of high quality reports as required and production of presentations and arrangement of events.	Commissioning, redesign and de-commissioning projects align with Council strategy. Negative impacts on service users, carers, families and the Council are mitigated. Projects / programmes have clear and assigned accountabilities and meet all targets, specification, governance, timescales and budgets. Well-structured and effective reports, for different audiences are developed to inform activity.
To set up meetings, set agendas and take effective minutes and record actions and produce presentations and lead in their delivery. This may also include chairing meetings and demonstrating effective outcomes.	High quality work is delivered to timescales agreed. Robust record keeping practices occur, this will involve accurate record keeping and having an awareness of and adherence to data requirements (e.g., GDPR). Effective use of IT as an infrastructure and enabling records to be consistently available to others, especially those relating to previous decisions that are relevant going forward.
Effectively contributing to ensuring best value for money and outcomes are achieved for all activity delivered through the commissioning team and that activity is delivered to agreed timescales.	Commissioned services deliver best value for money and outcomes for residents and the council.

Nature of Contacts

Typically involves Heads of Service, Senior Managers, Programme Managers, and Project Boards across the authority, service users, external agencies, organisations, and provider markets

Will facilitate contact with service users, carers and residents.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Seek out, validate and summarise advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Responsible for end-to-end stakeholder management from engagement to sign-off and evaluation.

Will build effective relationships, constructively challenge and influence commissioning activity.

Will work collaboratively to support excellent outcomes.

Procedural Context

Reports to: Commissioning Manager (may directly report to the Head of Commissioning and Market Quality)

Will proactively contribute to undertaking detailed research, analysis and broad stakeholder engagement to generate ideas and support recommendations for change. This will include providing professional advice and recommendations to Commissioning Managers and the Head of Commissioning and Market Quality.

Will exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Will use initiative to deal with complex issues and respond appropriately in an unpredictable work environment ensuring issues are escalated appropriately.

The role may involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations.

Think and act strategically in decision making in a complex professional and political environment.

Resourcing

Budget Responsibilities: **TBC**

Supervisory Responsibilities: NA

Competency Level: Principle Officer

Knowledge, Skills and Experience

Experience of commissioning services, including understanding of the provider market, legislative framework, quality, and performance and compliance regimes

Understanding of the commissioning cycle and co production.

Relevant experience of adult social care.

Understanding of and experience in working with the defined client group(s), including the issues affecting service users, carers and families, legislative and policy drivers, good practice and innovation

Experience of programme/project management.

Knowledge of the service and partner / provider relationships and wider sector / external influences.

Knowledge and understanding of the systems, policies, procedures, professional guidelines, legislation, best practice and emerging developments within the scope of the service area.

Experience in assessing the impact of / requirements for change and developing appropriate strategic responses.

Good ICT skills including Microsoft applications and specialist systems. Excellent communication, interpersonal and influencing skills.

Authority and credibility to build relationships influence and engage successfully with colleagues, partners, providers and stakeholder at all levels in complex or politically sensitive situations.

Excellent research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems/issues / requirements and develop innovative strategic solutions

Demonstratable understanding and experience of commissioning, procurement and contracting processes, policies and legislation.

Indicative Qualifications

Educated to degree level or equivalent standard.

Post graduate qualification.

Relevant professional qualification.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.