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| Role Title | SEND Commissioning Manager |
| Job Family | Children's |
| Pay Range / Scale | PO8 |
| Post | |
| Purpose | |
| To lead the commissioning of services for a defined client group(s), ensuring the delivery of high-quality, cost-effective services aligned with agreed commissioning priorities. | |
| Generic Accountabilities | End Results/ Outcomes |
| Lead projects, commissions or improvement programmes, and contribute to the delivery of larger programmes of work. | <p>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.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> |
| Identify and interpret issues, trends and problems, which may have a broad impact both within the Council/ICB and for partner organisations, resolving these as appropriate and escalating complex problems if necessary. | <p>Activities are undertaken according relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p> |
| Advise Directors, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations. | <p>Expert professional 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.</p> <p>Responses to major corporate or partner initiatives / complex strategic or operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | <p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p> |
| Prepare and present a full range of reports (both standard and non-standard) covering area of | <p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> |

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| responsibility. | Evidence based recommendations are made. |
| Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role. | <p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p> |
| Support others in their development. | <p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p> |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All Council/ ICB policies and procedures are complied with. |
| Job Specific Accountabilities: | End Results/Outcomes |
| Write and agree commissioning strategies/ policies for the SEND service, including Assistance with travel. | <p>Commissioning strategies are produced with children and families, partners and are supported by accurate and comprehensive analysis of demand, national and local policy, market intelligence, opportunities best practice and innovation.</p> <p>The implementation of commissioning strategies aligned to agreed SEND commissioning priorities</p> <p>Commissioning frameworks and strategies are produced and continually kept up to date.</p> <p>The Council meets statutory obligations in regards to commissioning for the specified client groups(s).</p> |
| Liaise with delivery partners/ providers/suppliers to develop and commission appropriate service delivery within area of responsibility. | <p>Appropriate levels of service are delivered on time, to budget and standards agreed.</p> <p>Positive outcomes are achieved for residents.</p> <p>Opportunities for partnership working are maximised.</p> |
| Develop strong relationships with provider markets across transport, SEND and wider services. | <p>Regularly updated Market position statements</p> <p>A local provider market that offer services that promote support and control for a range of vulnerable individuals who need social care services.</p> <p>Established a mechanism for engaging with children and families and collecting information relevant to commissioning.</p> <p>Commissioning exercises are successful.</p> |

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| <p>To lead on projects to commission or de-commission services for the defined client group(s), working with colleagues in the procurement and transformation services to develop new ways of improving outcomes and delivering value for money in both transport and SEND services.</p> | <p>Commissioning, redesign and de-commissioning projects align with Council strategy.</p> <p>Negative impacts on children and families, carers, families and the Council are mitigated.</p> <p>Projects / programmes have clear and assigned accountabilities and meet all targets, specification, governance, timescales and budgets.</p> <p>Government agenda requirements are met.</p> |
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| <p>Nature of Contacts</p> <p>To build effective relationships, constructively challenge and influence the following groups in their role: Cabinet Members, Strategic Directors, Directors, Commissioners, Heads of Service, Service Managers, Providers, Frontline Staff, Programme Managers, Project Managers, Project Boards, and senior representatives from external organisations in both the public and private sector.</p> <p>Sensitivity, persuasiveness, negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.</p> <p>Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to all relevant stakeholders, enabling these changes.</p> <p>Manage difficult conversations around performance with providers and partner agencies to ensure the best outcomes for service users and deliver best value for the council.</p> <p>Will involve direct contact with service users and members of the public, including dealing with challenging and sensitive situations.</p> <p>Procedural Context</p> <p>Reports to Head of SEND Commissioning.</p> <p>Undertakes detailed research, analysis and broad stakeholder engagement to generate ideas and put forward robust recommendations for change. Responsible for providing professional advice and recommendations within defined specialist area.</p> <p>Exercises 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.</p> <p>Uses initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.</p> <p>Occasionally the post will be expected to work from other locations.</p> <p>Think and act strategically in decision making in a complex professional and political environment.</p> |
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| <p>Resourcing</p> <p>Budget Responsibilities: TBC</p> <p>Supervisory Responsibilities: Commissioning and Supplier Relations Managers</p> |
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Competency Level: Principal Officer**Knowledge, Skills and Experience**

- Substantial relevant experience of commissioning services, including strong understanding of the provider market, legislative framework, quality, and performance and compliance regimes.
- Relevant experience as a professional expert in a large complex organisation with expert knowledge in the specialist field.
- Deep understanding of and experience in working with the defined client group(s), including the issues affecting children and families, legislative and policy drivers, good practice and innovation
- Substantial relevant experience of programme/project management
- Extensive knowledge of the service and partner / provider relationships and wider sector / external influences.
- Expert knowledge and understanding of the systems, policies, procedures, professional guidelines, legislation, best practice and emerging developments within the scope of SEND.
- 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.
- Experience of leading partnership working and representing the organisation externally.
- Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the organisation.
- Excellent research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems/issues / requirements and develop innovative strategic solutions.
- Strong working knowledge 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 ICB/ Council reserves the right to amend or add to the accountabilities listed.