

Commissioning Support Officer

Role Profile



TRAFFORD
COUNCIL

Service: Integrated Commissioning
Grade: Band 6
Reporting to: Commissioning Officer

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- Provide support to all aspects of the commissioning cycle for public health and population well-being outcomes, adult social care, children and young people's health service provision and children's services
- To support the delivery of strategic priorities by undertaking activities as allocated against the Public Health workstream.

Key duties

- To produce operational needs assessments to support the development of commissioning strategies
- To monitor and evaluate commissioned services with the support of procurement in the delivery of value for money services for Trafford residents.
- To undertake micro-commissioning activity as required in relation to specific markets, i.e. home care, children's residential provision, and manage the required associated functions
- Identify gaps in data collection, and proactively work to resolve these gaps.
- Investigate and research successful service models to help provide the evidence base for effective health and social care commissioning.
- To work with procurement to support the tendering process as required and assist in the development of specifications.

- To contribute to the development and maintenance of quality standards, performance and finance management, and monitoring systems for internal and external services.
- Report any deficiency in provider performance and ensure that is escalated identifying required corrective action through a Service Improvement Plan
- Ensure any safeguarding issues identified through complaints or the review process are immediately escalated for intervention as appropriate
- Report feedback from providers to assist in the development and implementation of commissioning strategies
- Develop positive working relationships with a wide range of health and social care providers and make them aware of the strategic direction of service development
- To support market reviews and help identify opportunities for development
- To undertake any other duties allocated by the Commissioning Leadership Team

About You

Qualifications and Professional Development

- Educated to degree/ higher level qualifications, or equivalent accreditation or able to evidence substantial directly relevant experience

Experience and Knowledge

- Detailed research and analysis using data sourced from a variety of methods within set timescales

- Report writing
- Working within a commissioning function or similar environment
- Presenting information using different tools e.g. PowerPoint, to a variety of audiences
- Use of Microsoft Office software including PowerPoint, Excel, Access, Word, email
- Use of databases
- Working to tight time scales
- Productive partnership working at all levels and across a number of organisations
- Strategy and policy affecting the commissioning and delivery of public health, adult's social care and children services
- Extensive knowledge of at least one of the following areas;
 - Market Management
 - Individual support and care packages
 - Early Intervention and Prevention
 - Public Health
 - CCG commissioning activity
 - Research and evaluation methods.
 - Information and management systems.

Skills and abilities

- Excellent communication skills, both written and oral
- Excellent presentation skills
- Excellent IT skills

- Ability to analyse data, prepare reports and plans using Microsoft software
- Ability to lead and undertake effective consultation at all levels
- Initiative, self-motivation, self-awareness and resilience
- Good interpersonal and negotiating skills, sensitivity and respect for others
- Excellent time management and organisational skills
- Project management skills

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Prepared/revised by: BW/ML

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.