

# **METROPOLITAN BOROUGH OF ROCHDALE**

## **JOB DESCRIPTION**

**SERVICE:** Public Health & Communities

**SECTION:** Public Health and Communities

**LOCATION:** Number One Riverside, Rochdale

**JOB TITLE:** Contract and Quality Monitoring Manager

**POST NUMBER:**

**Grade:** Grade 8

**Accountable to:** Public Health Commissioning and Improvement Manager  
Domestic Abuse Coordinator

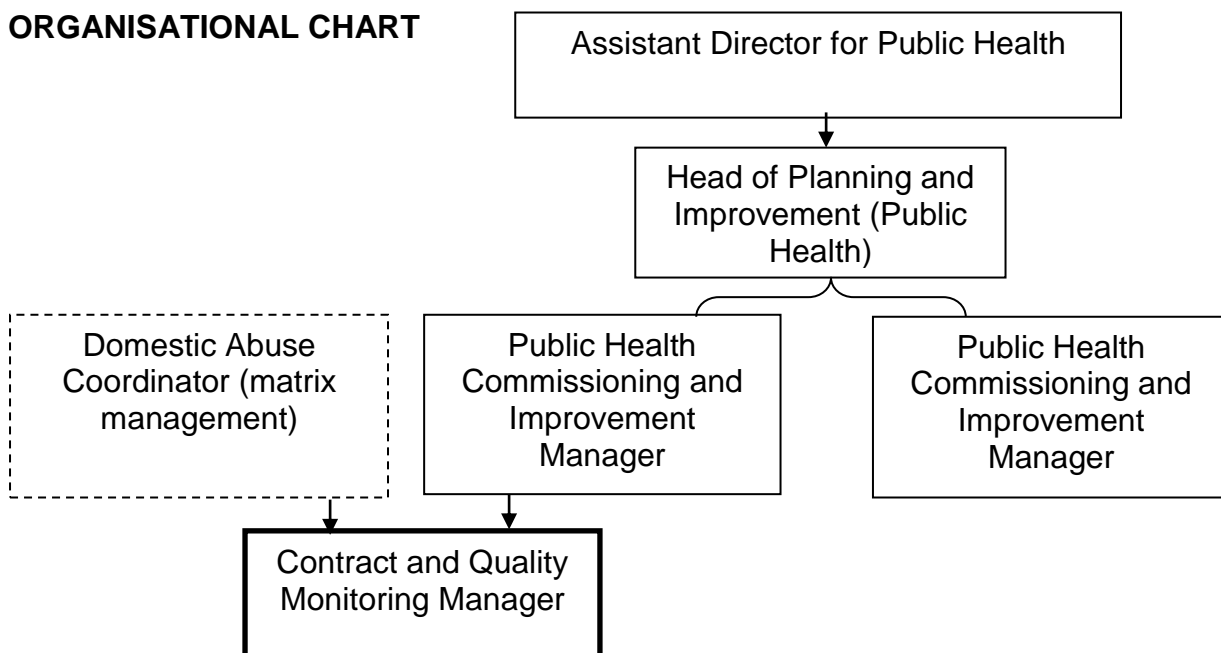
**Accountable for:** None

**Hours of Duty:** 37 hours per week in accordance with the Authority's scheme of flexible working

### **Any Special Conditions of Service:**

- The authority operates a smoke free policy for all employees and applies to any buildings and associated grounds within the immediate vicinity of the building which is wholly owned leased or operated by RBC.
- Attendance at meetings conferences or other events out of hours which will be compensated in accordance with Local Conditions of Service.
- Requirement to Travel within and outside the Borough for which a mileage rate is payable
- The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.
- A standard DBS check is necessary for this position.

### **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTIVES OF THE JOB**

- To support the Public Health and Communities commissioning function in achieving the objective of improving domestic abuse related outcomes for residents in the borough.
- Lead on the development, delivery and improvement of key domestic abuse work programmes such as the implementation of the new statutory duty placed on local authorities by the Domestic Abuse Act 2021.
- To support the development of contracts and service specifications and to co-ordinate the sign-up process for contractual documentation.
- Lead on the implementation of quality assurance and continuous improvement planning with commissioned services (known as providers), service users and stakeholders.
- To work directly with providers to monitor and improve performance.
- Act as the first point of contact for queries from providers and internal colleagues in relation to payment, contract and performance for domestic abuse services.
- To support the overall Public Health and Communities commissioning work programme.
- Support the review and development of the market place and identify new and innovative solutions to meet people's needs.
- Gather market intelligence to inform the commissioning process.
- Lead on the review of services and development of new options and solutions in the market.

## **Control of Resources**

### **Personnel**

None

### **Financial**

To work in accordance with financial regulations and procedures of the Authority. To monitor expenditure within agreed areas.

### **Equipment/Materials**

To be responsible for the safe use and maintenance of equipment/furniture/materials as used by self and staff accountable to post holder.

## **Health/Safety/Welfare**

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

## **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

## **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

### **Internal**

- Staff from the Public Health and Communities
- Staff from other council services (e.g. Children's Directorate, Strategic Housing)
- Elected Members of the Council

### **External**

- Service Providers
- Service Users
- NHS Integrated Care Partnership

- Greater Manchester Police
- Other Local Authorities
- Staff of partner organisations e.g. health, probation, police
- Voluntary Sector groups / organisations
- STAR procurement team
- Greater Manchester Combined Authority

## **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.
- (iii) Perform his/her duties in accordance with corporate leadership values and behaviours.

## **Values and Behaviours**

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and open in our approach

Be aware of and apply these values and associated behaviours at all times.

## **Principal Duties**

1. Support the Public Health Commissioning and Improvement Manager and Domestic Abuse Coordinator in the development and monitoring of contracts/grant agreements for providers to deliver domestic abuse outcomes in line with legislation, policies and council contract procedure rules.
2. Lead on the co-ordination of the contractual administration process for providers and administration of domestic abuse-related grant funding.
3. Monitoring of provider performance and leading the development of performance reports for Public Health and Communities.
4. Coordinate the process of collating performance information to help inform the Rochdale Domestic Abuse Partnership.
5. Undertake quality assurance visits to providers and develop, implement and monitor improvement plans ensuring best value for money is delivered.
6. Work effectively with providers to improve performance and remove barriers to progress and advise Public Health and Communities commissioning leads.
7. Undertake reviews of services and ensure continuous improvement.
8. Investigate complaints and safeguarding issues in consultation with the relevant safeguarding and Public Health and Communities lead.
9. Regular liaison with the provider forums such as the Rochdale Domestic Abuse Provider Forum.
10. Oversee and co-ordinate the payment process for providers and monitor spend against agreed budgets.
11. Act as the first point of contact for queries from providers and internal colleagues in relation to payment, contract and performance for domestic abuse services.
12. Support the development of relevant commissioning forward plans, including potential bids for additional funding and maintenance of the contract register and payment schedule.
13. Develop a robust communication channel with providers in order to gain feedback to inform the commissioning cycle.
14. Undertake procurement projects as required.
15. Chair and attend relevant meetings to the post.
16. Support the Commissioning and Improvement Manager and the Domestic Abuse Coordinator to gather market intelligence, carry out needs assessments and needs analysis.
17. Support the Commissioning and Improvement Manager and Domestic Abuse Coordinator in the implementation of specific projects relating to market development and the development of new service delivery options.

18. Support the Commissioning and Improvement Manager and Domestic Abuse Coordinator to involve service users, their families and carers and potential service users in the commissioning/market development process using innovative and cost effective ways to gather the views of service users on service delivery options and to feed into the needs analysis process.

### **Secondary Duties**

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Erica Nixon / Wendy Stringer</u>	Date	<u>March 2024</u>
Agreed by Postholder	<u></u>	Date	<u></u>
Supervisor	<u>Lianne Davies</u>	Date	<u></u>
Service Director	<u>Kuiama Thompson</u>	Date	<u></u>

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Public Health and Communities</b>	<b>Post:</b>	<b>Contract and Quality Monitoring Manager</b>
<b>Section :</b>	<b>Public Health Team</b>	<b>Post Number :</b>	
<b>Job Ref:</b>		<b>Grade:</b>	8

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>Filter Questions</b>		
1 Have you got experience of working within a commissioning environment?	<b>E</b>	
<b>(a) Special Working Conditions</b>		
2 Are you willing and able to work some evening and weekends if required?	<b>E</b>	
3 Ability and willingness to travel in course of duties	<b>E</b>	
<b>(b) Qualifications and Experience</b>		
1 Please detail your experience of working within a commissioning environment and implementing the commissioning cycle	<b>E</b>	
2 Please provide detail of your experience of developing contracts, service specifications and performance management arrangements with providers	<b>E</b>	
3 Please provide examples of your experience of conducting quality assurance and leading improvements in service performance	<b>E</b>	
4 Please detail your understanding and/ or experience of working within the area of domestic abuse	<b>E</b>	
5 Please detail your experience of working with Public Health/ Community Safety budget related issues and knowledge of local authority financial processes	<b>E</b>	
6 Please provide examples of your experience of building effective working relationships with partners and providers including the voluntary sector	<b>E</b>	
7 Please provide detail of your experience of managing conflict, complex issues and competing demands	<b>E</b>	
8 Please detail your experience of strong negotiation and mediation skills	<b>E</b>	
9 Please detail your experience of involving service users in the development of services and in the quality assurance process	<b>E</b>	
<b>(c) Skills and Knowledge</b>		
1 Please detail your knowledge of the range of Public Health/ Community Safety commissioning responsibilities for which local authorities are accountable	<b>E</b>	

2	Please provide detail of your knowledge of needs analysis and market development	E	
3	Please detail your knowledge of local authority decision making structures	E	
4	Please provide detail of your effective organisation and planning skills and your ability to prioritise work	E	
5	Please provide examples of your ability to work independently using own initiative	E	
6	Please detail your ability to develop and analyse performance reports	E	
7	Do you have a good level of IT skills including proficiency in using Microsoft Word, Power point, Excel and internet.	E	
<b>(d) Behaviours and Values</b>			
1	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> <li>• Proud of the difference we make</li> <li>• Passionate about the diversities of the Borough</li> <li>• Pioneering and Open in our Approach</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I