

OLDHAM COUNCIL

JOB DESCRIPTION



Job Title:	Head of Commissioning and Market Management – Working Age Adults/Older Adults (2 posts)		
Directorate:	People Services	Division/Section:	Commissioning and Market Management
Grade:	SM1	JE Reference:	3661

Job Purpose:

The post holder will be responsible for the management of the Adult Social Care Commissioning and Market Management Service for Working Age Adults/Older Adults ensuring the effective delivery of strategic commissioning, market development, brokerage, quality assurance, contract monitoring, intelligence gathering and analysis, market and cost analysis, market management and oversight and provider failure management, ensuring that Care Act duties are fulfilled.

Responsible for ensuring that strategic commissioning incorporates effective community engagement so that adult social care commissioning strategies and services are directly shaped by and deliver the social care, health, learning and wellbeing needs of individuals and of local communities.

General Responsibilities:

To determine the strategic direction of the service and anticipate the changes influencing the division/group both internal and external, and evaluate the risks and opportunities, putting appropriate strategies/plans into action.

In line with the corporate plan oversee and co-ordinate the service plans, including regular evaluation of progress against service plans and agreeing appropriate follow up actions with service managers.

Foster a high performance culture within the division/group ensuring efficiencies are maximised across the division and continuous improvement occurs.

To be accountable for significant budgets, directly influencing the budget setting and long term financial planning and demonstrating value for money in the delivery of its services.

To provide leadership to the workforce.

To ensure the effective deployment of the workforce in the service to deliver the Council's objectives.

To ensure effective working relationships with all partners, both internal and external.

Facilitate positive, regular engagement with all stakeholders to inform continuous service improvements.

To contribute to the overall management of the directorate.

Key Tasks:

1. To ensure that OMBC and partners provide an efficient, responsive service which understands and addresses the health, social care, learning and wellbeing needs of the people to Oldham.
2. To lead work on the development and delivery of commissioning strategies, market development plans, market management and oversight plans, brokerage and quality improvement plans across an agreed range of services and work programmes, aimed at providing 'seamless' services for clients and carers and ensuring a balance between 'people and place' initiatives.
3. To contribute to the establishment and delivery of an integrated commissioning function between the Council and wider partners
4. To work with key partners to define and agree health, social care and broader needs across the Borough, ensuring that they inform all stages of the commissioning process.
5. To provide a strategic commissioning leadership role for service redesign relating to the relevant client groups/work programmes.
6. To ensure that opportunities offered through clinical commissioning and local communities are maximised, can achieve coherence over time, and secure input to the commissioning agenda by staff engaged in front-line service delivery.
7. To ensure an effective understanding of commissioning and markets at a strategic level and commissioning at a neighbourhood level, acknowledging the role of NHS Greater Manchester and sub-regional/regional commissioning
8. Represent the council and NHS at regional and sub regional collaborative commissioning events and meetings
9. Work with the relevant senior managers, elected members, clinical commissioning directors to deliver and oversee significant service redesign and related efficiency programmes
10. To enable service users and carers to experience a coherent, joined up service to reduce duplication of activities and resources to provide a single integrated system for consultation, planning, participation, service design and customer feedback
11. To ensure that information developed through local community and public involvement processes are appropriately utilised to feed into service improvement plans and develop choice.
12. To develop, where appropriate, shared policies and procedures.
13. To promote effective joint working between services by identifying and measuring improved outcomes to be achieved year-on-year for service users, patients and carers.
14. To contribute to the building of commissioning capability within the local system, by ensuring that best practice is identified and shared to maximise potential and create excellence through commissioning
15. To promote best practise/evidence based service delivery
16. To work with others to ensure the requirement of the Adult Social Care and partners' aligned performance agendas are met

17. To develop and implement partnership approaches across health and social care to commissioning and market management to ensure that required outcomes are met and that potential risks are minimised.
18. Provide support to the Assistant Director of Commissioning and Market Management, and the wider leadership team.
19. Ensure effective processes and procedures are in place to assess the capability of individual providers to deliver care services in accordance with the contractual, regulatory and industry standard requirements.
20. Ensure effective audit and monitoring tools are in place that demonstrate quality and value for money are being achieved through commissioned activity.
21. Act as Authoriser for the Local Authority as the Supervisory Body, for applications received under the Deprivation of Liberty/Liberty Protection Safeguards.
22. Effectively influence the strategic direction of commissioning for the council and the wider health and social care system at a neighbourhood, Boroughwide and Greater Manchester level as appropriate.
23. Take responsibility for developing and maintaining programme budgeting across service areas and influencing Directorate and NHS spend, identifying efficiencies through commissioning and ensuring services are value for money.
24. Be responsible for/lead production of the required business plans and commissioning strategies, regularly evaluating progress and taking appropriate actions.
25. Be responsible for ensuring plans and strategies are developed in collaboration with stakeholders ensuring effective co-production, consultation and engagement.

Personal & Professional

1. Ensure adherence to the highest possible standards of probity and professional behaviour at all times.
2. Abide by the policies and procedures of the Local Authority in delivering a day-to-day business, including the Local Authority Code of Conduct.
3. Personally, update and keep abreast of professional organisational developments across the public and independent sector.
4. Participate in appropriate professional groups in order to develop a community approach and share good practices
5. Maintain personal professional development of self and staff, where appropriate.

6. Take responsibility for own and others health and safety in the working environment.

Success Measures

1. Evidence of stronger community and individuals' voice in commissioning delivery.
2. Meeting national standards, target and priorities for service improvement.
3. Evidence of how commissioning arrangements are influenced by, e.g. Joint Strategic Needs Assessment and other relevant evidence basis.
4. Feedback from partners, professionals and community showing strengths and improving relationships.
5. Continued financial viability and value for money for local people
6. Improve performance indicators both at a national and local level
7. Achievement of identified Local Area Agreement targets.

Standard Duties:

1. To actively promote the equalities and diversity agenda in the workplace and in service delivery.
2. To uphold and implement policies and procedures of the Council; including customer care, data protection, finance, ICT, safeguarding and health & safety policies.
3. To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda.
4. To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
5. Undertake any additional duties commensurate with the level of the post.

Contacts:

The postholder will be expected to have contacts with a range of staff, Elected Members, clinicians, voluntary and private sector groups and other key stakeholders.

Relationship To Other Posts In The Department:

Responsible to: AD Commissioning and Market Management

Responsible for: Commissioning Managers, Contracts and Quality Managers and project managements

Special Conditions: Casual car user

Values and Behaviours:

We have a clear set of values that outline how we do business. We share these Borough-wide with our residents, partners and businesses:

- **Fairness** - We will champion fairness and equality of opportunity and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved.
- **Openness** - We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible.
- **Responsibility** - We take responsibility for, and answer to our actions. We will encourage people to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations.
- **Working together** - We will work together and support each other in achieving common goals, making sure the environment is in place for self-help.
- **Accountability** - We recognise and act upon the impact of our actions on others and hold ourselves accountable to our stakeholders.
- **Respect** - We recognise and welcome different views and treat each other with dignity and respect.
- **Democracy** - We believe and act within the principles of democracy and promote these across the borough.

Internally we've translated these values into five Co-operative behaviours which outline the priority areas of focus for staff at all levels.

- Work with a Resident Focus
- Support Local Leaders
- Committed to the Borough
- Take Ownership and Drive Change
- Deliver High Performance

More information around our Values and Behaviours can be found on our [Greater.Jobs](#) pages.

	DATE	NAME	POST TITLE
Prepared	30/08/22	Helen Ramsden	AD Commissioning and Quality
Reviewed			
Reviewed			

OLDHAM COUNCIL
PERSON SPECIFICATION



Job Title: Head of Commissioning and Market Management – Working Age Adults/Older Adults (2 posts)

	Selection criteria (Essential)	Selection criteria (Desirable)	How Assessed
Education & Qualifications	<p>Degree or equivalent Professional Qualification</p> <p>Evidence of continued professional, managerial and personal development</p>	Leadership or Management Qualification	AF/I
Experience	<p>A proven track record of successful strategic leadership within an organisation of comparable scope and complexity with a developed understanding of the issues facing Commissioning, Market Management and Quality</p> <p>A proven track record of leading, motivating and managing multi-disciplinary teams, including the establishment of a positive performance culture that has delivered effective performance and continuous service improvement</p> <p>Evidence of successful resource and financial management, including evidence of the resolution of conflicting priorities, formulating budgets and applying rigorous monitoring and control procedures</p> <p>A proven record of success in communicating and engaging with a wide range of internal and external bodies, building partnerships and productive working relationships and positively promoting organisational reputation and interests</p> <p>A proven record of success in contract development, contract negotiations and provider relationship/market management</p>		AF/I

	Experience of successfully managing, leading and delivering complex projects and work programmes, including securing resources and developing option appraisals for service redesign		
Skills & Abilities	<p>Able to be innovative, creative and think through issues and problems not dealt with before to a conclusion</p> <p>Ability to use persuading and influencing skills to bring about behavioural change and achieve desired results/outcomes as necessary</p> <p>Ability to analyse complex problems, and able to develop business models to investigate a number of options/solutions and their viability, evaluating risk against a shifting background</p> <p>Effective presentation, communication and interpersonal skills and ability to apply these effectively to a variety of audiences</p> <p>Excellent report and strategy writing skills</p>	Able to use new technologies in improving services, and modernising working processes	AF/I
Knowledge	<p>Knowledge of project management methodologies and techniques and their application in a business context</p> <p>Knowledge of key national policy drivers, Legislation and broader influences related to the role</p> <p>Knowledge of establishing service standards, service specifications and key indicators</p> <p>Understanding and experience of applying the mechanics of business planning, performance management, procurement and tendering.</p> <p>Knowledge of the planning and delivery of services in relation to health and social care.</p>	A clear understanding and knowledge of the workings of local government and including its legal, financial, social and political context, political processes and the current issues faced in a multi-cultural area	AF/I

Work Circumstances	Able to work flexibly to meet the demands of the service (including evening and weekend as necessary)		AF/I

Abbreviations: AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

NB. - Any candidate that meets the criteria of our Guaranteed Assessment Scheme and meets the essential criteria will be guaranteed an interview. Our Guaranteed Assessment Scheme supports candidates with disabilities, those who are aged 24 or under and have previously been in or currently in care, and those whose last long term substantive employer was the Armed Forces.