**Revised 2019**

**ROLE PROFILE**

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| **Job title**  | Head of Commissioning  |
| **JE Code:** | **JE0076** |
| **Grade:** | **L Competency Level: 4** |
| **Accountable to**  | **Group Head Social Care Commissioning** |
| **Date:** | **November 2019** |

**Purpose of role**

This post manages the commissioning of health, social care and wellbeing provision for the residents of Milton Keynes. The post is accountable for the management of joint and integrated commissioning for adults, children and young people.

This post has a leading role in delivering the strategy to achieve both Milton Keynes Council (MKC) and NHS priorities and objectives, to ensure an integrated approach to health, social care and wellbeing. As a member of the council’s Senior Leadership Team the post holder will work with partners and organisations in order to achieve defined outcomes of the council and Milton Keynes Clinical Commissioning Group (MKCCG).

The post holder will be responsible for effectively managing the Commissioning team to deliver high level and complex work programmes across commissioned Health and Social Care services.

The post holder will develop, maintain and keep under review a robust commissioning framework leading to improved services across the health, social care and wellbeing economy. Improving health and wellbeing and addressing health inequalities are core work streams. This will be achieved through providing leadership in integration and partnership working.

**Key objectives**

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| 1 | Develop and implement with the Group Head joint strategies that lead to the continued development of partnership working and a clear integrated approach to commissioning for health, social care and wellbeing.  |
| 2 | Oversee the work of commissioners in securing services. This will involve ensuring: suitable needs analysis takes place; outcome focussed specifications are developed; and review processes are in place. |
| 3 | Provide expert advice and timely reports to senior managers, elected members and Clinical Commissioning Group colleagues |
| 4 | Manage the process to ensure the appropriate level of financial, contract and administrative support including information and other requirements are available to effectively commission services |
| 5 | To lead and manage the commissioning of specific complex projects |
| 6 | To work closely with colleagues to ensure the transformation of social care is a key aspect of commissioning |
| 7 | To develop networks across the health, social care and wellbeing economy at both a local and regional level. |

**Main accountabilities**

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| 1 | Ensure the commissioning of health, social care and wellbeing provision for the residents of Milton Keynes. |
| 2 | Assist to develop commissioning strategies to achieve the Council and CCG’s strategic outcomes |
| 3 | Ensure systems are developed and in place to support the co-ordination of information and its usage in commissioning activity e.g. performance indicators, complaints, service user feedback. |
| 4 | To provide expert advice in respect of commissioning people services across MKC |
| 5 | Implement market development, facilitation and stakeholder engagement across MKC and supporting the Group Head regionally and nationally building and sustaining capacity, provider relationships |
| 6 | Ensure commissioned services are demonstrating value for money  |
| 7 | Implementing qualitative and quantitative measures to determine performance against organisational strategy.  |
| 8 | Report progress against the strategy through representation at senior management forums and by written reports to appropriate boards and groups of staff. |
| 9 | Responsibility for the management of Section 75 arrangements including the monitoring of financial and service performance |
| 10 | Ensure the work of the Commissioning team is managed and coordinated.  |

**Service Responsibilities**

The post holder will work with statutory and non-statutory providers including local authority, primary care, carers and users, voluntary and community sector. Close working will also be undertaken across corporate departments both with the Council and the Clinical Commissioning Group.

The post holder will be responsible for delivering the following requirements:

• Needs mapping, analysis and forecasting

• Reviews of existing services

• Redesign of services where appropriate

• Promoting the development of new services to meet identified needs

• De-commissioning of services which are no longer required

• Market analysis and facilitation of suitable supply of services to meet identified needs

**Scope**

This is a key role in the delivery of preventative and statutory services which demands a professional approach to leadership and guidance to a group of managers. The post will deliver a wide range of complex and diverse services, in partnership with health where appropriate, for a rapidly rising population with increasingly complex care needs.

Key relationships with NHS are essential and the use of influencing skills, as a well an ability to clearly articulate an ambition for continuous service improvements. The ability to understand and work within the ever-changing climate and environments within public service organisations is critical and the role holder will demonstrate visible leadership, direction, and drive not only across the services they are responsible for but in the wider health and social care economy.

To be fully accountable for the effective planning, organising, delivery and continuous improvement and efficiency of the service area, its resources and allocated budgets, through service delivery, efficiency and improvement plans as required. Services must be driven by quality and customer focus and be determined by the needs of the people and different communities of the borough.

**People**

The role requires the post holder to give clear management direction to a workforce of approximately 37 colleagues through two direct report managers.

The post holder is required to work with the Senior Leadership team and Corporate Leadership across the council and senior leaders across the NHS and other strategic partners in MK.

This role requires building strong working relationships with both health and social care, HR, finance and commissioning to ensure that the service works within the agreed budgets and agreed policies and procedures.

**Financial**

The post holder has accountability for a commissioning budget spend of £39m.

Responsibility is via commissioned work, contract monitoring and contract management. The post holder ensures that resources management and financial management are central to decision making. Services are delivered efficiently and effectively, ensuring there are sufficient available to discharge statutory functions in line with published priorities, performance standards and budget requirements.

These budgets are subject to unpredictable demand patterns and costs and therefore a high level of skill is required in both forecasting in-year and in the setting of the medium-term financial plan for social care.

**THE SEVEN COMPETENCY LEVELS RELEVANT TO THIS ROLE**

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|  **Customer focus** | * Creates an organisation-wide culture of outstanding customer service
* Reviews current and future customer trends and requirements to inform Council decisions
* Allocates resources to meet customer needs
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| **Communicating and engaging** | * Visible and regularly engages and communicates consistently with staff and stakeholders
* Tailors messages to the audience and listens and acts on feedback
* Reinforces messages to enhance understanding
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| **Managing resources and risk** | * Sets direction, identifying key outcomes and determining optimum means to deliver services
* Leads innovation and strategically commissions services for long term needs
* Allocates resources to meet key priorities and build future resilience and succession
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| **Organising and improving performance** | * Engages all stakeholders to create bold long term strategic plans for the citizens of MK
* Establishes clear success criteria, reviewing progress and evaluating outcomes regularly and rigorously
* Creates agile organisation resourced and able to respond quickly to change
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| **Taking responsibility** | * Makes things happen and is accountable for the performance of the Council and personal responsibilities
* Works corporately and stops actions that are not adding value
* Establishes appropriate systems of scrutiny, review and monitoring and acts on findings
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| **Team player** | * Always accessible and works with stakeholders across the region to get the best outcomes for MK
* Creates an environment for people to collaborate, share knowledge, innovate and work across boundaries
* Provides leadership to create wider partnerships
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| **Excellent leadership** | * Provides inspiring, confident leadership and support to others and importance of work/life balance
* Works with the current and emerging big picture in mind at all times
* Articulates the future vision of MKC clearly, confidently and consistently
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**PERSON SPECIFICATION**

The method of assessment during recruitment processes will be via application form, interview, testing, and reference.

Experience and Knowledge

* A clear understanding of the relevant legal, commercial, political, operational and social community aspects of a similar diverse and complex environment. Previous senior experience of being a lead professional within an authority or similar environment.
* Detailed understanding of the legislative frameworks and statutory requirements relating to social care services and the technical knowledge of the requirements of the health service.
* Experience as a manager, in a large complex organisation, with substantial evidence of knowledge and understanding of the public sector.
* Able to demonstrate experience of commissioning and contracting for high quality social care, health and wellbeing services
* Knowledge and understanding of commissioning and contracting processes
* Experience and knowledge of the relevant regulatory and inspection frameworks and requirements.
* Practical evidence of developing and maintaining good working relationships with a range of customers/stakeholders, developing a positive personal and organisational profile and building partnerships
* Track record of leading change in a complex organisational environment.
* Track record of leadership and development of teams.
* Experience of developing and implementing planning, commissioning and performance frameworks in a multi-disciplinary and partnership environment.
* High level written and oral communication skills.
* Demonstrable commitment to equality and diversity issues in both service provision and employment practices.
* Experience of successfully managing budgets

**To underpin this experience and knowledge, the role holder must:**

* Be educated to degree-level or have equivalent experience in a relevant subject.
* Be able to evidence continuous professional development.
* Proven track record of success in a front-line service delivery environment.
* Experience and delivery of strategic planning and service delivery, including statutory obligations within local or central government or private sector, with demonstrable and proven record of achievement in same.

**Other requirements**

* Able to travel to meet service delivery requirements
* Available to undertake work outside of normal working hours

