

Role Profile

Service:	Family Services - Early Intervention and Prevention – Service Commissioning and Business Improvement
Location:	NLBP
Job Title:	R83 - Commissioning Officer (Contracts, monitoring)
Grade:	H
Post No.:	
Reports to:	Senior Commissioner

1. Purpose of Job:

- Support the Commissioners to develop, implement and maintain robust commissioning, procurement and contract monitoring policies, procedures and frameworks, in line with corporate practices, and to ensure compliance with them
- To produce high quality and timely information and data from contracts and services, to inform future business planning and commissioning activity.
- Actively manage the Family Services contracts register and other key documents, ensuring they are well maintained to provide reliable management information
- Co-ordinate and support and/or lead regular monitoring and review meetings with providers, ensuring that commissioners and service managers are briefed and involved as appropriate
- Analyse, track and report on the performance of Family Services contracts, using local and national data, performance and spend information, benchmarking against industry standards and national guidelines where appropriate
- Ensure the proper financial management and performance of contracts, service level agreements and grants. Coordinate reporting on spend as required, working closely with finance colleagues
- Provide recommendations for Commissioning based on contract reviews, performance, spend and insight information.

2. Key accountabilities/duties/responsibilities:

- Support the Commissioners to develop, implement and maintain robust commissioning, procurement and contract monitoring policies, procedures and frameworks in line with corporate practices and to ensure compliance with them.
- Manage the Family Services contracts register and other key documents, including data entry, cleansing and reconciliation; ensuring they are well maintained to provide reliable management information and to enhance and maximise the efficiency and effectiveness of Family Services

- Ensure that there are effective contracts and/or agreements in place with providers, which promote high standards of service and protect the Council's interests.
- Proactively work with service areas and external partners to ensure the integrity and accuracy of data is maintained at all time, and data is held, transferred and used in a secure manner and in accordance with local, corporate and statutory guidelines.
- Responsible for ensuring the team's advice and guidance on the intranet is accurate and up to date
- Develop and deliver reports appropriate to user/business needs. Enable and encourage service users to generate their own reports where this is judged a more efficient use of resources, using the data reporting tools available
- Schedule, support and / or chair regular review meetings with providers, ensuring that commissioners and service managers are appropriately involved
- Fully engage stakeholders in contract monitoring, ensuring that quality standards and service users' needs are met
- Analyse, track and regularly report on the performance of Family Services contracts, using local and national data, benchmarking against industry standards and national guidelines where appropriate
- Identify and raise any areas of underperformance, including against payment by results targets
- Based on a strong understanding of the procurement and contracting process, work with providers, commissioners and service managers to address any areas of underperformance or concern. Recommend where services may need remedial action (and what that should be)
- Undertake reviews of contracts to inform business planning and strategic intentions.
- Implement agreed remedial actions with providers to address underperformance, reporting to Commissioners and contract managers to provide updates on progress achieved and/ or to escalate underperformance, where required.
- Prepare briefings and reports on performance against contracts appropriate to business needs, based on sound analysis of qualitative and quantitative information
- Ensure the proper financial management and performance of contracts, service level agreements and grants. Setting up providers on financial system, coordinating reporting on spend as required, and working closely with finance colleagues
- Assist and / or lead in the development of data systems that support contract and financial monitoring
- Develop and maintain a good understanding of the service's business needs and keep up-to-date with industry best practice to ensure that contract monitoring

adds value to the business, and complies with corporate priorities, statutory frameworks and legislation

- Provide expertise across FS on contract management best practice and keep up-to-date on local and national developments
- Work closely and collaboratively with CSG, legal services and service managers as required
- Work closely with the Commissioning Group, Adult Services and across the Children's Service to ensure business activities are appropriately joined up and support contract monitoring
- Escalate issues of concern at the earliest appropriate opportunity.

Managing Service Direction:

- Proactively supports a high-performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Be responsible for ensuring the online guidance is accurate, relevant and meets stakeholders' needs.

Strategy and Policy Development:

- Support the Commissioning Manager, Strategy and insight Officers and Commissioners in shaping policy and strategic guidelines to optimise service effectiveness.
- Actively contribute to team and service plans ensuring that they reflect service priorities and corporate objectives.

Performance and Customer Focus:

- Implement rigorous and effective performance management processes to drive forward service improvements, including managing, monitoring and reporting on service performance standards, key performance indicators, outcomes and assurance information
- Ensure that outstanding customer service is being delivered on a day to day basis in line with corporate and service standards.
- Support the internal Governance process and be a point of contact across the service to advise and guide
- Facilitate effective partnership working with a wide range of providers and stakeholders through effecting a proactive, approach to joint-working and delivery.
- Support or lead on consultation with a wide range of stakeholders, ensuring the voice of children and young people is heard, and ensure feedback informs the commissioning cycle including contract management and performance.

Programme & Project Management:

- Within service area, deliver all projects to a high standard and within corporate project and programme management standards
- Take the lead on project activities which relate to the evaluation of needs, current services and costs. Use the findings to inform commissioning strategies, plans and funding arrangements
- Contribute to strategic projects through information sharing, analysis and reporting, relating to contracts and Commissioning.

Health and Safety and Data Management:

- Promote and safeguard the welfare of children, ensuring this principle, culture and practice is embedded across the team and in all business processes and communications, in compliance with national and local procedures and protocols.
- Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and the Children's Service and the Council's data management protocols.
- Completing mandatory training for the role
- Attending relevant training in accordance to the role.

3. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.

This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

5. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

PERSON SPECIFICATION

Knowledge, training and experience
Professional qualifications/memberships <ul style="list-style-type: none"> • Recognised relevant qualifications in procurement/contracting is desirable and/or equivalent experience and training in a related environment. • Educated to degree level or equivalent
Skills
ICT Skills <ul style="list-style-type: none"> • Competent and confident in the use of standard Microsoft Office products with excellent skills in the use of Excel for developing spreadsheets at a high level. • Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner • Proven ability to use Data base systems to an advanced level Role Specific Competencies: <ul style="list-style-type: none"> • Knowledge, experience and understanding of delivering a high quality and valued contract monitoring service. • Evidence of effective delivery in a demanding environment. • Successful experience and knowledge of working within a local authority/public sector, or in an equivalent organisation/environment. • Well developed, practical skills and knowledge of commissioning as well as contract management and procurement. Behavioural Competencies: Communicating and influencing <ul style="list-style-type: none"> • Evidence of ability to communicate potentially complex issues in an effective and clear style. • Proven experience and understanding of constructing well structured, clear and concise briefing and papers. • Proven ability to develop and maintain effective professional working relationships and networks with stakeholders and use these relationships to improve the effectiveness of the service • Ability to advise, persuade and influence stakeholders • Excellent written and verbal communication skills. • Effective at chairing and participating in meetings, including ones with external stakeholders and / or senior managers are present • Able to challenge effectively to achieve desired outcome • Ensures a high standard of customer care is embedded within day to day working Political Awareness <p>Political awareness of the Councillor/Officer interface</p> Problem solving <ul style="list-style-type: none"> • Ability to analyse complex information quickly • Proactive in resolving problems and finding solutions, with good judgement about when to escalate and who to. Striving for excellence <ul style="list-style-type: none"> • Proven record of achievement in delivering: logical and effective decision making

- high quality, accurate and timely work
- Reviews and evaluates results against quality standards, sharing this learning with others and taking decisive action to ensure that plans are delivered
- Comfortable with a complex workload and able to prioritise their own work effectively to meet tight timescales
- Demonstrates a strong team commitment with a dynamic and achievement orientated approach.
- Commitment to embrace the principles of equality in the delivery of the service

Safeguarding

Sound understanding of the principles of safeguarding with a commitment to improving the safeguarding of children and young people. More specifically, must become familiar with, and adhere to, London Borough of Barnet's child protection procedures and guidelines, statutory guidance and the London LSCB policies and procedures. All staff are required to attend child protection awareness training, and any additional training and supervision regarding child protection relevant to their position and role.

Team working

- Ability and willingness to work effectively, flexibly and constructively with colleagues in a team
- Ability to work effectively with a wide range of stakeholders - senior managers, staff, providers schools, external partners etc - to establish confidence, trust and credibility
- Ability to build and nurture good working relationships with colleagues and other stakeholders.

Partnership working

Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently