

Role Profile

Service:	Family Services
Location:	NLBP
Job Title:	Head of Service, Commissioning
Grade:	7 (tbc)
Reports to:	Director, Commissioning
Number of Staff:	7
Budget responsibility:	£1m +

Head of Service, Family Services Commissioning Team

1. Purpose of Job

Through effective leadership, strategic development and overall management, to lead the commissioning of a diverse range of high quality and value for money services that deliver agreed outcomes in relation to children, young people and their families.

2. Key accountabilities/duties/responsibilities are to:

- Lead the Commissioning Team to develop and successfully embed an effective approach to commissioning in Family Services, providing strategic direction and leadership to deliver and improve service performance.
- Lead the development and implementation of a Family Services Commissioning Strategy, and the development of individual commissioning strategies by commissioners, to ensure that in-house and externally commissioned services provide high quality, cost effective services to meet the needs of children, young people and their families.
- Ensure commissioning and service delivery options are properly informed by excellent analysis and insight and which: fully engage key stakeholders; identify service gaps; develop the range and accessibility of local provision; innovate where this improves services and/or efficiencies and; which decommission where necessary.
- Develop and maintain highly effective working relationships with stakeholders in FS and across LBB, as well as outside the organisation with key external partners and providers.
- Ensure contracts with service providers are properly managed to ensure high quality, cost effective delivery of services in line with individual, Council and legal requirements. Ensure monitoring of commissioned services is effective and robust.
- Ensure effective programme management arrangements are in place to support the implementation of the commissioning strategy and cycle.
- Manage the service within budget.

3. Main Duties

Commissioning

- Either directly, or through team leadership, the post holder will be responsible for developing and implementing a Family Services Commissioning strategy (in collaboration with directors and other Heads of Services) which will include:
 - The review of the FS Commissioning Team 'offer'
 - Developing and putting in place appropriate support, guidance and processes to enable consistent, quality and outcome focused commissioning and contract management across Family Services (FS)
 - Ensuring the application of Council and national policies in a way which makes the most efficient use of resources to support local needs and provides appropriate levels of governance, including assurances that these help Barnet to discharge its statutory duties in relation to the Children's Act and other associated children, education and family legislation
 - Developing and implementing qualitative and quantitative measures to determine performance against the Commissioning strategy.
 - Developing and implementing a market management strategy and policy to best meet the needs of Barnet residents.
- Ensure a comprehensive understanding of the provider market is in place and:
 - Work with providers to put in place initiatives that ensure the market can respond to, innovate and meet, service user outcomes.
 - Ensure services are procured from a safe and cost effective providers.
 - Secure value-for-money at all times.
- Lead the consistent application of intelligence led commissioning and decision making including:
 - Undertake research and needs analysis, on behalf of the Director on current and future trends / developments in relation to policy / funding to inform policy development.
 - proportionate performance management arrangements for external and in-house providers of commissioned services.

Leadership

- Provide effective leadership to the commissioning team (and other colleagues as and when required) to ensure ongoing development and improvement of the team and individuals in it.
- Ensure LBB project and Programme Management policies are applied and used in commissioning.
- Play a key role in preparing, coordinating and contributing to key strategic documents.
- To be responsible for commissioning budgets including monitoring and reporting of any potential financial risks associated with commissioned services. To prepare and effectively manage and monitor significant revenue and capital budgets.
- In case of provider failure, take responsibility for continuity plans to ensure ongoing service delivery.
- To recruit as necessary and performance manage a team that delivers a range of tasks in a challenging environment.
- To provide leadership within the Council and Directorate by:
 - acting for the Director of Commissioning as required
 - reporting to relevant Boards
 - supporting the Director to ensure the relevant elected members are appropriately briefed and supported on all issues within their remit
 - being accountable to the Director, for the performance appraisal and career development of the Commissioning Team
 - advocating on behalf of the Council at all times.

Relationships & Stakeholders

- Provide expert advice to the Directorate and partner agencies in relation to the commissioning of relevant services.
- Present highly complex information on all aspects of function practice in a clear, understandable and audience-appropriate manner to senior management and board level groups.
- Ensure all SLAs/contracts with provider organisations reflect the needs of service users where this is relevant, and ensure consultation with them regarding service improvement.
- Ensure Commissioning strategies and plans reflect the voices of Children and Young People and are co-produced with Children, Young People and their families and other stakeholder groups
- Engage with relevant forums to build effective relationships with all relevant agencies and professional groups.
- Develop and maintain strong relationships with key partners and stakeholders.

Other

- To undertake any other duties as required.

Person Specification

Essential Qualifications	
Area	Level required
Education	Degree level or significant relevant and senior experience (10 years +)
Professional	Commissioning or related qualification (academic or vocational)
Management	Management qualification or significant successful management experience supplemented with relevant training
Technical Requirements	
Type	Description
Project Management	Experience of managing or sponsoring projects, using good practice approaches to deliver successful outcomes.
ICT	<ul style="list-style-type: none"> Highly competent in the use of standard Microsoft Office products such as Word, Powerpoint and Excel. Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner in accordance with Data Protection.
Knowledge, Skills and Experience	
Area	Description
Commissioning	<ul style="list-style-type: none"> Successful track record of commissioning activities and managing commissioning relationships throughout the whole commissioning cycle, including: <ul style="list-style-type: none"> an ability to lead service changes to completion and beyond Leading and developing strategy on significant areas Embedding a culture of effective monitoring and review Rigorously evaluates, and embeds culture of evaluation, to understand what works and what doesn't and is willing to decommission where that is the right thing to do. Knowledge of local authorities' children's services and the challenges they face. Experience of developing and delivering programmes of work and services which are effective at meeting service user needs and are cost efficient. Evidence of a willingness to innovate where this delivers high quality, value for money solutions. Quickly establishes strong working relationships and networks with internal and external partners to deliver commissioning outcomes. Strong market and supplier management and development skills, including business acumen.
Stakeholder Engagement	<ul style="list-style-type: none"> Proven ability to develop and maintain professional working relationships and networks with stakeholders and use these relationships to improve the effectiveness of the service Able to persuade and influence stakeholders – especially strategic partners and providers - in a professional and effective manner.

	<ul style="list-style-type: none"> • Proven ability to ensure a high standard of customer care is embedded in the team
Political Awareness	<ul style="list-style-type: none"> • Political awareness and proven ability to handle the member/officer interface effectively and professionally in a way that establishes confidence, credibility and trust. • Ability to communicate effectively and in an appropriate style both in writing and verbally, to questions and complaints from MPs and Councillors.
Problem Solving & Innovation	<ul style="list-style-type: none"> • Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support. • Able to manage a complex workload and meet tight timescales
Communicating & Influencing	<ul style="list-style-type: none"> • Excellent communicator especially on complex matters, issues and ideas and/or in complex situations, anticipating barriers and taking action to improve communication as necessary • Strong negotiating and influencing skills • Experience in managing successful change
Leadership & Team Management	<ul style="list-style-type: none"> • A highly effective team leader, you must be able to deliver challenging outcomes through others, inspiring, motivating and developing staff with a distinct vision for change, setting clear objectives. • Proven people management skills with a track record of effectively handling employee relations issues and tackling performance management concerns quickly. • Experience of operating at a management level and supporting transformational change in a complex organisation. • Experience in budget management and a track record of contributing to financially related decisions on high value spending