Syrian Resettlement Contracts and Policy Officer
£33,106 - £40,619
Woodcock Street, Aston, Birmingham
Fixed-Term /Secondment position 2 Years

We are putting strategic and intelligence led commissioning firmly at the heart of improving outcomes for local people in Birmingham; by bringing together our commissioning responsibilities for, universal, preventative and statutory provisions across our adults, children's and public health services.

Working 36.5 hours per week, as one of our Senior Commissioning Officers, you will play a key role in the delivery of the Syrian Vulnerable Persons Resettlement Scheme and the implementation of the City of Sanctuary Position Statement.

This role presents a genuinely exciting opportunity to work with citizens, partners and a team of skilled staff to make a difference to the lives of the people that we serve.

You will, of course, be expected to demonstrate a strong track record in supporting on service delivery, policy development and change in a complex organisation.

For any informal enquiries please contact Emma Fitzgibbons on 07785450659 or email Emma.fitzgibbons@birmingham.gov.uk

Ref: PE1832017

Closing date: 27 June 2017

A Disclosure and Barring Service (DBS) check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Directorate for People
Job Description

Post: Senior Officer
Division: Commissioning Centre of Excellence  Salary/Grade: GR5
Reporting to: Manager - Commissioning Centre of Excellence

Our Vision

The Directorate for People aims to improve the quality of life for the people of Birmingham today, tomorrow and always. Our vision is to create a city which provides:

- A good childhood, for the best start in life.
- A great education to give the best chances for life.
- Promoting people's recovery and inclusion in the most independent life.
- Where needed, planning ahead across the life course.
- The best care and health outcomes for life.

The Commissioning Centre of Excellence (CCofE) is an integral part of this vision, responsible for improving outcomes and services for citizens through an evidence based commissioning environment, ensuring value for money for the City Council and its partners.

Commissioning Centre of Excellence: Core Values¹

- Flexibility, to meet the demands of the service
- Effective cross-team working
- Striving to achieve excellence
- Consistency of expectation across teams
- Sharing information and being transparent
- Integrity, within all interactions
- Taking responsibility willingly
- Acting courageously
- Supporting staff to develop skills and progress

Strategic Context

The CCofE approach represents a shift in focus; from services to people - putting the citizen at the heart of its activities. It will ensure that integrated planning and commissioning activities result in integrated evidence based support for the citizens of Birmingham, rather than a collection of separate, often disconnected services. The activities of the CCofE will reflect the Leader’s Statement and the principles for the Future Council; positively impacting on improving health and wellbeing, reducing health inequalities and increasing life opportunities for individuals, families and communities in need.

The delivery of an effective commissioning led approach based on a set of agreed principles will require significant cultural change – where the citizen is at the heart of what we do and each and every member of the CCofE workforce willingly and actively takes responsibility for their actions. The CCofE will establish the basis for:

¹ Consistent with the Council values set out in the Council business Plan 2015+

DRAFT GR5 JD V0.2
• Leading, managing and supporting a commissioning led approach within the Directorate for People, City Council and into wider joint/collaborative commissioning arrangements, particularly with the NHS.
• A workforce with the managerial and professional skills and capacity needed to sustain continuous improvements.
• Citizen-focused service delivery which truly places the citizen at the centre of what we do.
• A culture of continuous improvement and performance management which is based on reflective practice, active learning and constructive challenge, incorporating the citizen’s experience.
• Structures, systems, processes and relationships that support excellent service delivery.
• Commissioned services that are designed to effectively respond to the needs of the local population with resources allocated in a manner that will achieve positive outcomes and reduce demand upon specialist services.
• Developing and sustaining relationships to support effective commissioning arrangements within and beyond the Directorate.
• Ensuring that there is robust market intelligence available, that the market (both internal and external providers) is properly informed about current and future commissioning needs and supported to deliver high quality cost effective services for citizens.

Role Context

The vison, approach and values of the CCoFEd are reflected through this job description. It describes the collective responsibilities and activities required by Grade 5 (GR5) officers to meet business need. These are outlined below under the commissioning cycle headings of “Analyse”, “Plan”, “Do” and “Review”.

Individual officers will not undertake all of the responsibilities and activities outlined under each of the four headings. There are five variations of Senior Officer within the CCoFEd and each will be required to deliver on a selection of the key responsibilities listed. The key responsibilities will also be dependent on which CCoFEd theme2 or business priority the role is supporting. Responsibilities will change and evolve based on emerging priorities and business needs. The broad function of each Senior Officer role can be understood through the following contextualisation.

Post(s) Context

• **Senior Officer - Market Intelligence:** This role focuses on market development, market management and the commercial aspects of the ‘Analyse’ and ‘Review’ functions outlined below. The post holder will operate as a Senior Officer in an Intelligence function which; gains an understanding of the market; undertakes market shaping activity; and delivers a market capable of meeting both the service demands of the commissioning intentions and the aspirations of citizens. The post holder will supervise a number of direct reports and contribute to project teams as lead or member as appropriate.

• **Senior Officer – Citizen Voice:** The post holder will play a lead role in a team responsible for ensuring that the Citizen Voice is embedded throughout the commissioning cycle, providing a channel of first-hand experience and knowledge to direct improved outcomes. The team will deliver an effective complaints service as well as supporting the co-production of commissioning solutions with citizens who use services and their carers. The complaints service manages the statutory process for Adult Social Care as well as having an overview of the Corporate ‘Your Views’ system as it relates to the Directorate for People. It also proactively maintains a ‘learning

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2 CCoFEd themes; Intelligence, Strategy & Prioritisation (including Citizen Voice); Universal / Prevention & Early Intervention; Complex / Statutory
log’ and supports service improvement. Recognising citizens as assets and based on the principles of co-production, the team will lead in embedding practice throughout the CCoFE and will create a ‘menu of involvement’ to ensure that opportunities for involvement are maximised for citizens who use services and their carers.

- **Senior Officer - Intelligence:** The post holder will operate as a senior member of an Intelligence Team responsible for supporting performance management and continuous improvement across the Directorate. The post holder will be an operational lead in the development and management of data collection and the production of intelligence which will inform the policy making, strategic development and strategic commissioning intentions across the Directorate. The post holder will support the Intelligence Manager in ensuring that the function is able to provide comprehensive information, analysis and research as required internally, by external partners and statutory or regulatory bodies that drives a continuous improvement and performance management culture within the Directorate and its partners and which provides an evidence base to support decision making. The post holder will take a lead operational role within project teams to deliver on the CCoFE and wider Council objectives.

- **Senior Officer - Commissioning:** This role will focus on supporting the delivery of a set of agreed commissioning intentions, predominately undertaking the activities outlined under the ‘Plan’ and ‘Do’ functions outlined below. The post holder will play a key operational role in ensuring that the services commissioned deliver improved outcomes for citizens, are of an appropriate standard and comply with regulation. The post holder, as a senior team member, will operate as a Senior Officer through supporting large projects or by taking the role of team leader on smaller pieces of work. The post-holder will have a number of direct reports and will ensure that they develop and maintain service specific expertise in order to ensure that specifications represent evidence based best practice.

- **Senior Officer - Placements:** The post holder will take a lead role in the operational delivery of individual level commissioning for citizens across the Directorate. The portfolio currently includes Council managed children in care services, contracted services and spot purchase placements – including foster care, children’s homes and young people’s accommodation. The post holder supports the Commissioning Manager by ensuring the effective delivery of the Placements Service and supporting reviews of individual-level commissioning arrangements across the Directorate, developing proposals for future service delivery. The role has line management responsibility for a number of Placements Officers.

There is also an expectation that officers will need to work across, and with other, CCoFE theme areas as well as the wider Directorate, Council and stakeholder organisations.

**Role Purpose**

- To take a lead role in commissioning, contract management, policy and planning activity across Birmingham with responsibility for specific agendas.

- To provide high-level support in the delivery of a sufficiency of effective, high quality and evidence based services of a reasonable cost, accessible and appropriate to service users, through the application of commissioning techniques, e.g. market management.

- To take delegated responsibility for the effective utilisation of supply across a range of service variants in order to match the needs of individuals and populations and provide value to the Council and partners.
• To make a key contribution to ensuring that the service delivers against key Directorate priorities and targets, as well as operating within cash limit / activity budgets set out in the Council's financial plans.

• To apply intelligence and expertise in order to assist and inform decisions in relation to children in care placement options.

• To support and manage change within the Directorate.

• To make a key contribution to the delivery of the strategic commissioning intentions of the CCoF and its partners.

• To support the continual development of the CCoF so that is makes best use of resources and delivers value for money.

• To ensure the provision of effective, consistent and delivery-focused activity that enables improved outcomes for service users to be achieved.

• To make a key contribution to the development of relationships with internal stakeholders, suppliers and organisations to deliver services and support that result in improved outcomes for citizens.

• To develop an evidence base that supports the delivery of improved outcomes through innovative practice.

• To provide comprehensive intelligence, analysis and research as required by various stakeholders that drives continuous improvement and a performance management culture within the Directorate and partners.

• To ensure that service users, carers and parents are demonstrably and successfully involved in developing services.

• To take a lead operational role in the Directorate’s research governance process; providing advice and support to staff to undertake research and evaluation that assists in service improvement.

Key Responsibilities

The collective activities required by Grade 5 (GR5) officers working flexibly across the CCoF to meet business needs are outlined below under the headings of “Analyse”, “Plan”, “Do” and “Review”.

Analyse

• To manage staff and resources to develop, implement and support an integrated intelligence approach for the CCoF.

• To make a key contribution to the analysis, interpretation and reporting of performance across a range of the Directorate’s activities and, where relevant, activity with partners.

• To take delegated responsibility for the implementation and delivery of performance and governance strategies.

• To actively support the development and implementation of processes to collect and analyse quantitative and qualitative views from current and potential service users, their carers, family and community to improve the quality of service provision and to contribute to the co-production of effective solutions.
• To manage the capture and analysis of a wide range of business information and intelligence that will inform the formulation and review of commissioning intentions and strategic priorities.

• To make a key contribution to the provision of an evidence base to facilitate continuous service improvement.

• To maintain an overview of service and population areas that supports and informs strategic and operational commissioning – this will include the effective delivery of components of needs analyses, service reviews and Equality Analyses.

• To develop a commercial understanding of providers and markets and use this to inform commissioning activity.

• To carry out information gathering to support commissioning activities. This would include for example, the development of service specifications, market position statements (sufficiency statements) and contributing to equality impact analysis.

• To accept delegated responsibility for the preparation and response to statutory data returns required by Government, Freedom of Information requests and performance reports required by project governance structures.

• To establish and maintain an understanding of population and user (potential, current or future) demographics to inform forecasting, service projections and Equality Assessments.

• To undertake desktop research to inform service and policy development.

Plan

• To support the production of robust business cases in response to commissioning information, business intelligence and resource availability.

• To play a key role in the development of projects through the application of project management principles.

• To engage service users, carers and parents in developing services and evidence how the resulting services are better able to meet needs.

• To provide operational support in the adoption of a co-production model of service development wherever possible, using existing and new user engagement approaches.

• To make a key contribution to the preparation and delivery of options appraisals to inform decision making.

• To take a lead support role in the development of suppliers and markets that deliver the services required to promote improved outcomes.

• To develop and apply an understanding of corporate commissioning, contract management and procurement frameworks.

• To undertake commissioning activity that improves the economic, social and environmental wellbeing of citizens in Birmingham.

• To support the development and monitoring of the Strategic Business Plan and Service Plans.

• To be responsible for compiling and maintaining information of the supply, location and quality of provision in the ‘market place’ and for helping to shape the market to ensure the correct range of services are available to meet the service need.

• To develop management information datasets which meet both the requirements of the future operating model and statutory responsibilities.
Do

- To deliver efficient use of council services and those contracted from third parties and internal services, by the application of contract management, performance management, quality assurance and other relevant processes.
- To take a lead support role in the delivery of continuous improvements in performance, cost and quality to ensure KPI’s, key outcomes and targets are achieved in line with Council and partner priorities, statutory and community requirements.
- To take a lead support role in the development and delivery of the commissioning intentions and approach as defined by the strategic commissioning function.
- To make a key contribution to the operational delivery of individual projects within a service area using effective project management principles, tools and reporting processes.
- To make a key contribution to the development of services that can flex to meet the needs of individual citizens.
- To produce a range of information and reports in relevant formats for senior staff and elected Members on service activities as required.
- To successfully engage with a range of stakeholders including social care workers in a range of settings and so better communicate CCofE and Directorate activity.
- To ensure that members of a team are accountable, effectively managed, and supported.
- To carry out activity with suppliers to address risk and safeguarding issues for individuals, as well as organisational capacity and capability issues.
- To oversee brokerage/placement activity and ensure that services meet assessed need and provide best value.
- To carry out assessments of current service demand and market use at the appropriate level of granularity in order that statutory duties are met for the individual and for sufficiency.
- To take a lead role in the operational delivery of individual level commissioning for citizens across the Directorate.
- To undertake delivery of quality and audit activity across relevant commissioning areas.
- To strengthen the development of evidence informed policy and practice by providing advice and guidance relating to sources of evidence within the CCofE and wider Council.
- Provide regular management information in relation to safeguarding, finance, activity, Human Resources and user experience that feeds the Directorate’s balanced scorecards and supports continuous improvements.
- To be responsible for the extraction, collection, validation and submission of information to meet statutory requirements within agreed timescales on behalf of the Directorate.
- Manage a resource for the Directorate of documents of interest such as key policy documents, legislation, inspection reports and research circulated by the partner organisations, research organisations and government agencies.
Review

- To identify and analyse a range of quantitative and qualitative data to review the delivery of activity against service delivery and to develop options and recommendations for Managers as to the future service delivery area.
- To take on delegated responsibility for the review of strategies and policies adopted by the City Council for which the Directorate for People is the lead Directorate to ensure these are compliant with legislation and deliver corporate and, as appropriate, regional and national priorities.
- To prepare regular and ad-hoc reports, as appropriate summarising status on issues, appraising outcomes and providing progress updates.
- To undertake delivery of continuous improvements in performance, cost and quality to ensure KPIs, key outcomes and targets are achieved in line with priorities.
- To take a lead role in undertaking the analysis, interpretation and presentation of data to highlight issues, risks and support future decision making.
- To take a lead role in carrying out analysis of service delivery to determine the effectiveness of reducing health, housing and other inequalities of disadvantaged groups.
- To build awareness of the benefits of diversity and build an active commitment to equality of opportunity for all.
- To work according to the principle of improvement through innovation.
- To support contract negotiations with relevant suppliers within agreed timescales as defined by the CCoF E Business Plan.
- Identify developments that may impact on the Directorate through reviews of government strategies and policies ensuring information is disseminated to relevant audiences in an appropriate format.
- To deliver an effective complaints service as well as promoting learning from complaints.
- To make a key contribution to ensuring that the Citizen Voice is embedded throughout the commissioning cycle

Professional Development

- To maintain personal and professional development in order to meet the changing demands of the role.
- To promote and maintain organisational values and behaviours at all times, leading by example.
- To keep up to date with relevant professional developments.
- To contribute to the team’s effectiveness by developing and sharing best practice.
- To attend and actively participate in appropriate training activities both internal and external.
- To encourage and support others in their learning, development and training.
- To develop productive working relationships with colleagues.
Supervision Required

- Supervision Officer: Manager
- Level of Supervision: Plan own work to ensure the meeting of defined objectives.

Supervision Given (excludes those who are indirectly supervised i.e. through others).

- Postholder will be required as necessary to manage staff within their Team/Area

Special Conditions

- This vacancy is exempt from the Rehabilitation of Offenders Act
- A DBS check may be undertaken
- Observance of the City Council's Equal Opportunities Policy will be required.
### Directorate for People
Person Specification

**Job title:** Senior Officer – Commissioning Centre of Excellence

**Salary/Grade:** GR5

**Method of Assessment (M.O.A.)**
- A = Application Form
- I = Interview
- P = Presentation
- Test = T

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<th>CRITERIA</th>
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<th>M.O.A.</th>
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<tr>
<td><strong>Experience</strong> (Relevant work and other experience)</td>
<td>1. Experience of undertaking the analysis and interpretation of complex data from a variety of sources</td>
<td>A &amp; I</td>
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<td>2. Experience of developing and maintaining collaborative relationships to develop customer insight with diverse stakeholder groups, including citizens, providers and colleagues</td>
<td>A &amp; I &amp; P</td>
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<td>3. Experience of negotiation and influencing stakeholders including colleagues, external partners and citizens.</td>
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<td>4. Demonstration of strategic awareness and supporting the development and implementation of strategies/service changes which deliver improved outcomes for stakeholders</td>
<td>A &amp; I &amp; P</td>
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<td>5. Demonstration of an ability to build effective partnerships in order to understand and develop markets to reflect evolving need.</td>
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<td>6. Experience of supporting service areas to ensure vulnerable citizens are safeguarded</td>
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<td>7. Experience of playing a lead role on activity in the commissioning cycle, for example commissioning intention development, service specification development, contract negotiation, service review</td>
<td>A &amp; I &amp; P</td>
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<td>8. Supporting the delivery of change projects or programmes</td>
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<td>9. Experience of involving citizens and stakeholders in co-production and consultation leading to the development of services.</td>
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<td>10. Experience of the development and delivery of performance management frameworks to ensure service improvement and effectiveness</td>
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11. Understanding how equal opportunities in both employment and service delivery are applied within a large and complex organisation.

12. Experience of applying knowledge of relevant legislation in the development and implementation of service specification standards and related performance reporting.

13. Experience of the development, maintenance, evaluation and review of systems and supporting tools to support the data requirements of a large and complex organisation.

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<th>Skills and Ability</th>
<th>1. Ability to prioritise competing demands on own resources to deliver identified objectives/outcomes</th>
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<td>2. Effective IT skills which enable successful service delivery</td>
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<td>3. Demonstrable ability to communicate and engage with all stakeholders effectively to shape service development and delivery, utilising appropriate tools and techniques</td>
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<td>4. Ability to translate strategic priorities/policies into defined plans for delivery</td>
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<td>5. Highly developed knowledge of data analysis, information gathering and research approaches and techniques</td>
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<td>6. Ability to deliver objectives in a pressurised environment and against tight deadlines.</td>
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<td>7. An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act</td>
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<th>Qualification &amp; Training</th>
<th>1. Ability to demonstrate a significant level of experience working at this level.</th>
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<td>2. Evidence of recent development and learning</td>
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This is a politically restricted post as defined by the Local Government and Housing Act 1989

Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery