Commissioning Officer  
(Children’s Commissioning)  
Lancaster Circus  
£25,951 - £32,486  
Permanent  
Working 36.5 hours per week

As a Commissioning Officer you will undertake commissioning activities that support the vision and priorities of the Children's Trust and the relentless drive for improving outcomes for children and young people across the city.

You will be expected to work collaboratively with partners across a range of agencies to monitor services and to assist in the co-production of services to meet the needs of service users, including young people and their families who are affected by sexual exploitation and sexual abuse.

You will also work closely with colleagues in our Placements Team and Social Care Teams to help ensure the highest standards of care and value for money are delivered by our service providers.

You will ensure that service development is informed by, and responds to, changes in legislation, statutory guidance or regulatory frameworks and will support colleagues to ensure that all activity is compliant with corporate commissioning, contract management and procurement frameworks. It would be advantageous if you have achieved, or are working towards, MCIPS.

You will have good written communication skills with the proven ability to write effective reports. You must be proficient in the use of IT, including Excel and able to work under pressure to meet deadlines.

Please note that this role will transfer to Birmingham Children’s Trust on the 01 April 2018.

For any informal enquiries please contact Phillip Bailey on 07703 373 172 or phillip.bailey@birmingham.gov.uk

Ref: PE4832017

Closing Date: 04 January 2018

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.”
CHILDREN AND YOUNG PEOPLE’S DIRECTORATE

Job Description

Job Title: Commissioning Officer  Grade: GR4
Division: Children and Young People  Section: Children’s Commissioning Team

Outcomes
These are the outcomes we seek to achieve for children and their families in Birmingham:

- Healthy, happy and resilient children living in families
- Families (especially parents, but also young people) who are able to make positive changes to their behaviour
- Children are able to attend, learn and achieve at school
- Young people are ready for and able to contribute to adult life
- Children and young people are protected from significant harm

Vision and Purpose

- Our primary purpose is to ensure that children are protected from significant harm and their development and wellbeing are promoted. We do this by working openly with children and families and collaboratively with partners across the city
- We will work openly with children and their families to bring about change, in solution-focused ways, building on their strengths, so that parents and carers are able to provide good parenting, consistent boundaries and emotional warmth, allowing children to develop life skills and resilience
- We are committed to supporting children to remain within their family wherever possible. We value the importance of direct social work and family support work with families as a means of enabling change, responding through support and challenge to the diverse emotional, cultural and material needs of each child and their family
- Where care at home is not possible, we seek to provide high quality substitute care within family settings, wherever possible within the city, and to maintain links with birth family whenever this is in the child’s best interests
- We recognise that bringing about change, and building resilience in families who are often very disadvantaged, is difficult and challenging work requiring skilled and confident social workers and family workers who need to be supported by good leadership and management, supervision and learning opportunities
- We have a specific responsibility to ensure that children in our care and care leavers receive stability through high quality support and care planning from us as corporate parents
- We will deliver effective services for children and families within the resource envelope allocated to us. We will eliminate inefficiency, duplication and waste and we will only fund that which is effective and adds value.

Strategic Context

Children and Young People are at the heart of what we do and each and every member of the commissioning workforce willingly and actively takes responsibility for their actions. This establishes the basis for:
• Leading, managing and supporting a commissioning led approach within the Directorate for Children and Young People, City Council and into wider joint/collaborative commissioning arrangements.

• A workforce with the managerial and professional skills and capacity needed to sustain continuous improvements.

• Child-focused service delivery which truly places the child 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 young person’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 children and young people.

Role Context

The vision, approach and values of the Children’s Commissioning Service are reflected through this job description. It describes the collective responsibilities and activities required by Grade 4 (GR4) officers to meet business needs. These are outlined below under the commissioning cycle headings of “Analyse”, “Plan”, “Do” and “Review”.

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

• Commissioning Officer: This role will focus on the ‘Plan’ and ‘Do’ elements of the commissioning cycle taking responsibility for assigned projects or service areas. It will deliver the commissioning intention or elements of them to plan - as delegated by the management team. The post holder will undertake activities that provide evidence regarding the delivery of improved outcomes by undertaking commissioning activities that are of an appropriate standard and comply with regulation. They will maintain service specific expertise as required in order to ensure that specifications represent evidence-based best practice and services are delivered to a high standard. In addition, the post holder will maintain stakeholder relationships that support the delivery of the contracted activities and maximise its value to the Council. The post holder will contribute to project teams at an appropriate level.

1. Job Purpose

1.1 To contribute to the delivery of strategic commissioning intentions identified as part of the Commissioning Service and its partners.

1.2 To support the establishment of relationships with internal stakeholders, suppliers and organisations that deliver services and support that meet the needs and outcomes of children and young people.
1.3 To deliver delegated activities or products in relation to commissioning, contract management, policy and planning activity across Birmingham as identified.

1.4 To assist in the delivery of jointly commissioned services across the health, housing and social care economy.

1.5 To take responsibility for work packages as part of a project team supporting the activities of the Commissioning Service

1.6 To undertake quality assurance tasks (including visits) to ensure compliance with agreed processes and standards including regulatory and inspection frameworks.

1.7 To work collaboratively with partners and colleagues to pro-actively safeguard and protect vulnerable people/groups ensuring appropriate and timely action is taken.

1.8 To assist in the co-ordination with a range of providers/organisations and individuals, researching and drafting correspondence. In addition, the management of specific tasks, lead reporting and analysis across a range of specialties, functions and projects will be required to be undertaken.

1.9 To utilise contract management tools to ensure data and information is timely, accurate and complete.

1.10 To collect and analyse data in order to inform commissioning activity, to complete statutory returns and support performance management.

1.11 As appropriate to lead on the development of aspects of children and young people involvement in the work of the Commissioning Team.

1.12 To assist in the development and implementation of the statutory complaints procedures (adults) ensuring they reflect legislative requirements, government policy and best practice.

2. **Duties & Responsibilities**

**Analyse**

2.1 To support the identification, capture and analysis of a wide range of performance information and intelligence in order to formulate commissioning intentions, strategy and policy development and related priorities.

2.2 To assist in maintaining an oversight of the policy environment and ensure that service development is informed by and responds to changes in legislation, statutory guidance or regulatory frameworks.

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

2.4 To assist in maintaining strategic and commercial awareness including benchmarking and financial analysis in order to deliver strategic commissioning intentions.
2.5 To identify and analyse a range of quantitative and qualitative data to review the delivery of contracted activity against commissioning intentions and to develop options and recommendations for future service delivery.

2.6 To prepare reports summarising status on issues, appraising outcomes and providing progress reports for senior managers.

2.7 To deliver continuous improvements in performance, cost and quality to ensure KPIs, key outcomes and targets are achieved in line with Commissioning Service priorities.

2.8 To analyse service delivery to determine the effectiveness of reducing demand on council funded/commissioned services and other inequalities of disadvantaged groups. To build awareness of the benefits of diversity and to build active commitment to ensure equality of opportunity for all.

2.9 To understand and interpret complex written data, reports and policy documents including the ability to evaluate a range of potential options.

2.10 To take responsibility for the collection of data and completion of statutory returns and to support the development of appropriate relationships with partners and other agencies.

2.11 To assist in the development and implementation of statutory complaints procedures ensuring they reflect legislative requirements, government policy and best practice.

Plan

2.12 To assist in the development of strategies, policies, business cases, specifications and plans that are aligned with the stated objectives of the City Council Children’s Commissioning Team and appropriate regulatory frameworks.

2.13 To assist in ensuring commissioning intentions are outcomes focussed and are based on Council and market intelligence, needs analysis, consultation and resource availability.

2.14 To apply project management principles to delegated elements of project plans.

2.15 To assist in ensuring that any action plans that accompany strategies, policies or plans contain clear, measurable targets and outcomes that enable robust and effective performance management.

2.16 To assist in involving stakeholders, children and young people, carers and/or parents, using a co-production model, in the design and development of services to meet needs.

2.17 To contribute to the development of suppliers and markets that deliver the services required to promote outcomes.

2.18 To assist the development of quality assurance frameworks across commissioned services.

2.19 To contribute to the delivery and analysis of data in support of the performance frameworks.
2.20 To support colleagues to ensure that all activity is compliant with corporate commissioning, contract management and procurement frameworks.

2.21 To support Commissioning Activity such as developing Market Position Statements and Commissioning Intentions through co-production work with Children and young people.

**Do**

2.22 To deliver, or support the delivery, of efficient use of council services and those contracted from third parties and internal services through contract management, performance management and quality assurance.

2.23 To contribute to 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.

2.24 To support the development and delivery of the commissioning intentions and approach as defined by the Strategic commissioning function.

2.25 To support the delivery of the operation, performance and development of the service area using effective project management principles, tools and reporting processes.

2.26 To support projects to deliver the agreed outcomes for the Commissioning Team.

2.27 To assist in contract negotiations with relevant suppliers within agreed timescales as defined by the Commissioning Team Business Plan.

2.28 To support the delivery of performance and governance arrangements and the development and implementation of improvement programmes, in line with agreed priorities.

2.29 To ensure that services are developed in line with the resources available and can flex to meet the needs of individual children and young people.

2.30 To provide a range of information and reports in relevant formats to senior colleagues and elected Members on service activities as required.

2.31 To ensure that commissioning activity improves the economic, social and environmental wellbeing of children and young people in Birmingham.

2.32 To effectively engage and communicate with a range of stakeholders, in the commissioning of services that meets outcomes adapting style to varying audiences through different mediums.

2.33 To support the effective use of budgets and resources to deliver agreed priorities, in accordance with legislative requirements, given resources, measures, prevailing action plans and timescales.

2.34 To manage delegated supplier relationships and in collaboration with others address risk and safeguarding issues for individuals.

2.35 To implement different models of commissioning/contracting e.g. Payment by Results (PBR), tariff based.
2.36 To maintain a good relationship with the general public ensuring that all complaints, FOIs and requests for information are be addressed in a timely and professional manner.

2.37 To carry out unannounced and planned contract compliance visits to providers to support enforcement of relevant contract conditions.

**Review**

2.38 To support the identification and analysis of a range of quantitative and qualitative data to review the delivery of contracted activity against commissioning intentions and to assist the development of options and recommendations as to the future service delivery area.

2.39 To prepare reports as required summarising status on issues, appraising outcomes and providing progress reports for senior managers.

2.40 To support the delivery of continuous improvements in performance, cost and quality to ensure KPIs, key outcomes and targets are achieved in line with business priorities.

2.41 To analyse service delivery to determine the effectiveness of reducing health, housing and other inequalities of disadvantaged groups.

2.42 To support others to build awareness of the benefits of diversity and to build active commitment to ensure equality of opportunity for all.

2.43 To understand and interpret written data, reports and policy documents including the ability to evaluate a range of potential options.

2.44 To support Commissioning Activity such as Contract Monitoring by carrying out quality assessments of services with a representative range of Children and young peoples.

2.45 To be aware of statutory guidelines and frameworks and their application in service delivery and in addressing customer complaints.

**Professional Development**

2.46 To maintain personal and professional development in order to meet the changing demands of the role.

2.47 To promote and maintain the Birmingham Way behaviours at all times, leading by example.

2.48 To keep up to date with relevant professional developments.

2.49 To contribute to the team’s effectiveness by developing and sharing best practice.

2.50 To attend and actively participate in appropriate training activities both internal and external.

2.51 To encourage and support others in their learning, development and training.

2.52 To develop productive working relationships with colleagues.
3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Senior Officer

3.2 **Level of Supervision**

Receive support to plan own work to ensure the meeting of defined objectives.

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

None

5. **Special Conditions**

- This vacancy is exempt from the Rehabilitation of Offenders Act
- A Disclosure and Barring Service check will be undertaken.

Obervance of the **City Council's Equal Opportunities Policy** will be required.
CHILDREN AND YOUNG PEOPLE’S DIRECTORATE

Job Description

Job Title: Commissioning Officer  Grade: GR4

Division: Children and Young People  Section: Children’s Commissioning Team

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
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<tr>
<td>Experience (Relevant work and other experience)</td>
<td>1. Understanding of collaborative approaches. Able to follow pre-determined procedures.</td>
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<td>2. Has experience of strategy and policy development and the engagement of a wide range of stakeholders in this process.</td>
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<td>3. Has experience of writing effective briefings, reports and bid submissions.</td>
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<td>4. Has an understanding of Commissioning priorities that are outcome-focussed and are based on City Council priorities, market intelligence and resource availability.</td>
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<td>5. Experience of the development of service specifications with a range of stakeholders, including service users</td>
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<td>6. Has an understanding of the requirement for commercial awareness that support development and implementation of commissioning plans and business cases.</td>
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<td>7. Experience of establishing productive relationships with suppliers and customers to help deliver improved outcomes.</td>
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<td>8. Experience of being able to present and represent an individual service user’s needs and aspirations in order to secure the best service package.</td>
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<td>9. Is able to support the award of contracts and provide constructive feedback to suppliers.</td>
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<td>10. Has experience of working with, and supporting, Service User groups to participate in the quality assurance of commissioned services and in participating in all aspects of the commissioning cycle.</td>
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<td>11. Demonstrates relevant skills required for consultation, is an effective communicator and is able to organise events, giving consideration to all elements of presentation, content and customer satisfaction.</td>
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<td><strong>Skills &amp; Ability</strong></td>
<td>e.g. written communication skills, dealing with the public etc.</td>
<td>1. Demonstrates good interpersonal communication skills, empathy, listening, negotiation and encouragement. Illustrating the active engagement of stakeholders and the capacity to secure positive service packages at reasonable cost</td>
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<td>2. Understands concepts and utilises techniques for either numerical or contextual analysis</td>
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<td>3. Has the budgeting and financial skills required to identify value</td>
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<td>4. Understands the relationship link between outputs and outcomes in meeting the needs of citizens</td>
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<td>5. Understands the role of the various regulators and the regulatory framework and how to use this in determining appropriate suppliers</td>
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<td>6. Understands the role of the contract management function and works closely with suppliers and customers at an operational level to resolve issues and monitor service performance</td>
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<td>7. Able to work with Service User Groups to further develop inclusive, service user led, governance arrangements to ensure that all citizens, including the most excluded, inform service and policy development and are able to retain an ongoing oversight of these</td>
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<td>8. 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 2016</td>
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| **Education/Qualifications** | NB: Full regard must be paid to overseas qualification |  |
|                             | |

| **Other** | Must be prepared to continue with on-going professional development within the role | I |