

LONDON BOROUGH OF MERTON
JOB DESCRIPTION

POST TITLE:	Interim Assistant Director - Community & Housing
Grade:	MG5
Department:	Community & Housing
Location:	Civic Centre, Morden
Responsible to:	Director, Community & Housing
Responsible for:	Head of Commissioning Adult Social Care Adult Social Care Commissioning & Contracts Housing Commissioning & Contracts Libraries and Adult Education Commissioning & Contracts Public Health Commissioning Business Intelligence & Performance Brokerage Services Financial Assessments, Direct Payments & Provider Payments Delivery of strategic service improvement programmes across C&H C&H Service Planning C&H Procurement and Contract management
Post number:	Date: May 2021

MAIN PURPOSE

1. As a member of the Community & Housing Directorate Senior Management Team the role manages the delivery of commissioning, quality assurance, contract management and performance management across the directorate. It provides strong leadership and effective management to a portfolio of cross-functional commissioning and performance improvement projects and work streams and their associated contracts to achieve better outcomes for residents including building relationships and strengthening partnerships with the South West London ICS (Integrated Care System).
2. As a member of the Community & Housing Directorate Senior Management Team the role manages the delivery of practice, cultural and service improvement change across the directorate. It provides strong leadership and effective management to a portfolio of cross-functional projects and work streams and their associated strategic interdependencies to achieve better outcomes for residents.
3. To manage the delivery of frameworks and other such buying solutions for the Community and Housing Department, in line with Council Standing Orders and EU procurement regulations.

4. Responsible for delivering Commissioning legislation and guidance as set out in the Care Act, ensuring local care and support markets are sufficient, sustainable and of high quality. Also the Housing Acts and relevant legislation governing the Directorate.
5. Responsible for ensuring that all commissioning activities undertaken by the Council on behalf of the NHS or that otherwise fall within the scope of NHS and health care procurement regimes are compliant with all relevant requirements.
6. To have a strategic understanding of the operating environments across housing libraries and heritage and adult social care and Public Health as well as Children's Schools and Families as well as other key areas across the Council. To provide greater synergy and alignment of commissioning resources and capacity across the whole of Community & Housing.
7. To provide strategic leadership capacity to support the delivery of Departmental and Service plans and transformation / improvement programmes.
8. To develop the talent within your team, including management development for the benefit of the whole organisation.
9. To oversee the planning and delivery of our Local Account and statutory returns. Ensuring the provision of timely evidenced based analysis and reports for Members, the Director, Assistant Director for ASC and Departmental Heads of Service.
10. To work collaboratively with national and regional bodies such as NHS Digital, the London Information Exchange and the ADASS London- wide Performance Network on the collection of accurate performance information to fulfil the statutory obligation of the department to Central Government for information and inspection requirements; and to demonstrate that Adults Social Care is meeting nationally prescribed targets which will secure on going funding, involving a substantial impact on resources.
11. To support the integration of health and social care as per the NHS White Paper and to be part of the Merton Health and Care Together.
12. Be a member of the Council's corporate Procurement Board, shaping the strategic direction and governance of all procurement activity across the Council, ensuring that all procurements across the Council are effective, efficient and that contracts are utilised effectively.
13. To work closely with the Integrated Head of Learning Disability, Head of ASC Operations, Head of Housing, Head of Provider services, Head of Libraries and Heritage, Director of Public Health, CSF, the voluntary sector and health colleagues.

14. The post-holder will work with colleagues to design and deliver on programme structures, work streams and projects that provide the Directorate with the identified change requirements and delivery of the planned medium term financial savings.
15. To give leadership to partnership working, so that services where possible can be delivered with partners in a way which offer a customer centred approach and value for money. This will especially be with the NHS and will include agreement where necessary about shared resources such as the Better Care Fund and existing pooled budgets.
16. To ensure that service delivery and resources are aligned for Community and Housing. This will include active input into the Medium Term Financial Strategy, forecasting budget demands and planning savings, and ensuring in-year delivery. The role will directly manage the Programme team and Senior Responsible Officers and be accountable for the Programme Resource.
17. The post holder will deputise for the Director of Community & Housing when required and provide regular reports to CMT, LSG, Cabinet and Council as required.
18. To be a member of the Council's overall senior leadership team across departments, ensuring that cross council working happens where necessary and taking on relevant cross council responsibilities.
19. To work actively with elected members, especially the Cabinet member for social care and health, Housing, Libraries, relevant opposition spokespeople, and scrutiny members.

MAIN DUTIES AND RESPONSIBILITIES

1. Provides strategic commissioning lead throughout the whole commissioning cycle including the management and development of local care, accommodation and other markets, contract management of contracted activity and quality assurance of providers.
2. Provide strategic leadership and direction for the delivery and development of Adult Services and provide assurance that the best possible outcomes are being delivered for people who use services and family carers.
3. Provide strategic leadership and direction for the delivery and development of Housing, Libraries, Adult Education and Public Health.
4. Lead on increasing understanding and visibility and control of commissioning and procurement spend across the department.
5. Contribute to and lead the development and delivery of strategies, business plans and operational service plans aligned to Corporate and Directorate plans and priorities.

6. To be transparent and accountable across all aspects of service delivery, quality & performance for key service areas. Set clear objectives and outcomes and establish short, medium and long term business, performance & quality targets.
7. To be accountable for the Financial & Budgetary management & control linked to the specified areas of service for this post.
8. Provide assurance that Departmental resources are being maximised to provide high quality care and support in response to local needs and demands, including innovation, income maximisation, effective asset management and ongoing improvements to business processes.
9. To work with C&H staff, finance staff and a range of partners to develop and manage service and performance improvement programmes, which will modernise services, scrutinise models of support, improve outcomes and improve value for money for the Council.
10. To support and oversee a range of projects which make up this programme. To ensure that the programme is evidence based and follows best practice. To lead a process of culture and practice change across C&H.
11. To work collaboratively across C&H and others parts of LBM to examine areas where improvements can be made. To coordinate and present highlight reports and analysis of the programme through the programme governance and through other existing governance structures for senior officers and Elected Members.
12. Actively consider new and innovative ways of delivering services that provide high quality and good value for money. Research and benchmark to establish most effective delivery methods.
13. Drive the implementation of consistently high quality service standards and levels of customer service, establish and monitor performance using Council project management and service review approaches.
14. Ensure there is effective integration of related services within and across Directorate and the Council, ensure the contribution of partner and contractor organisations is appropriately harnessed.
15. Identify timely responses to overcome performance issues and take appropriate action where required.
16. As a member of the Directorate senior management team, ensure the timely and effective communication and implementation of all agreed Council policies and processes within the directorate.
17. The post holder will be expected to undertake additional duties or responsibilities consistent with the role as allocated by the Director of Community and Housing.

18. Sign off and contribute to the financial strategies and plans / budgets that support the effective delivery of strategic priorities. Contribute to directorate budget monitoring and ensure it is effectively controlled within cash limits, driving down spend where appropriate.
19. Hold Senior Responsible Officers and managers to account to provide services that are delivered or procured that represent value for money.
20. Participate in emergency planning and business contingency arrangements as directed by the Director
21. The post holder is expected to work outside of normal office hours, including attendance at evening meetings or committees, for which no additional pay will be given.
22. Promote equality among all staff and ensure that services are delivered in a non-discriminatory way that is inclusive of disadvantaged groups.
23. In discharging the duties of the post have due regard to the provisions of the Health and Safety at Work legislation.
24. Undertake any other work appropriate to the level and general nature of the post's duties.

**LONDON BOROUGH OF MERTON
Community & Housing
PERSON SPECIFICATION**

POST TITLE: Assistant Director - Community & Housing

Grade: MG5

Date: May 2021

Qualifications and Education

1. Educated to a higher level (degree level qualification or equivalent) or relevant experience in Social Care, Health or business related subject
2. Evidence of continuing professional and/or technical development.
3. Relevant commissioning, contract, programme management or transformation related qualification or training.

Skills

1. Outcomes focused and solution-oriented
2. Excellence programme management skills
3. Exhibits confidence and leadership, engages emotionally and can show evidence of influencing key stakeholders externally and internally
4. Is an authentic and inspiring leader, able to build inclusive and high-performing teams
5. Delivers excellent service to colleagues and clients
6. Excellent planning and organisational skills with the ability to set and monitor priorities for oneself and the service
7. Resilience and ability to cope within a challenging environment
8. Applies judgement in managing risk, supporting their senior leadership to deliver on commitments to savings
9. Can lead in ambiguous situations, demonstrates resilience, readily adapts to change and exhibits personal growth

Knowledge and Experience

1. Substantial senior management experience within a complex, multi-agency service system, including experience of extensive service change
2. A proven track record of achieving and managing cultural and organisational change and of leading improvement across adult social care services and Housing.
3. Detailed understanding of the scope of the Care Act (other relevant legislation) and the remit and requirements of the Care Quality Commission.
4. Understanding of best practice models across social care with an ability to successfully generate new and innovative business cases to implement transformation and manage change effectively.
5. Understanding of the commercial market for adult social care/ Housing etc and an ability to successfully generate new business opportunities to maximise income and resources.
6. A record of innovative achievements in partnership and joint working with partners and stakeholders, preferably including NHS partners.
7. Understand the importance of and commitment to incorporating the public, private and voluntary sectors in service delivery.
8. Experience of managing a large, diverse and complex workforce. Ability to motivate and develop staff to achieve good performance.
9. Sound financial management experience with the ability to analyse services in terms of their unit costs, value for money and market context.
10. Sound knowledge of effective programme management methodologies and change implementation
11. Managing different organisational cultures in Health and social care including working across professional groups
12. Experience of leading involvement of service users and carers in service delivery
13. Evidenced excellent influencing and negotiation skills to drive and manage change within teams and deliver strategic priorities
14. Evidenced innovative and imaginative approach and the ability to identify new and credible options for service development
15. Proven experience of practice and culture development, applying strong analytical skills and lateral thinking to develop service plans and solutions

16. Proven stakeholder management and engagement skills, combined with evidence of political awareness and sensitivity to stakeholder needs and priorities
17. Excellent interpersonal skills with the ability to establish positive working relationships with staff at all levels, corporate colleagues, external organisations etc to generate confidence, trust and respect
18. Experience of interpreting vision and strategy to drive delivery through strong and effective leadership.
19. Experience of setting service standards that will enhance the reputation of the Council and empowers others to deliver. Leading and delivering successful organisational and cultural change programmes.
20. Experience of budget management and budget re-profiling