

LONDON BOROUGH OF MERTON
JOB DESCRIPTION

POST TITLE:	Head of Commissioning & Market Development for Community and Housing
Grade:	MG2
Department:	Community & Housing
Location:	Civic Centre, Morden.
Responsible to:	Assistant Director for Adult Social Care with a direct line to the Director for Community & Housing
Responsible for:	Commissioning, Contracts, Brokerage, Financial Assessments, Direct Payments, Business Intelligence Teams, Service planning, procurement and contract management for Adult Social Care, Housing, Libraries & Heritage services and staff assigned to individual project work.
Post number:	Date: May 2019

Job Purpose

Areas of Responsibilities:

Departmental & Divisional

1. The role manages the delivery of commissioning, quality assurance and contract management across the directorate. It provides strong leadership and effective management to a portfolio of cross-functional commissioning projects and work streams and their associated contracts to achieve better outcomes for residents
2. 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.
3. 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.
4. To develop and manage the departmental process for the procurement of services including the co-ordination of service specifications and provision of technical advice/guidance
5. To have a strategic understanding of the operating environments across housing, libraries and heritage and adult social care. To provide greater synergy and alignment of commissioning resources and capacity across the whole of Community& Housing.

6. To provide strategic leadership capacity to support the target operating model and transformation programmes.
7. To develop the talent within your team, including management development for the benefit of the whole organisation
8. 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 and Assistant Director.
9. To work collaboratively with national and regional bodies such as NHS Digital, the London Information Exchange and the ADAS 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
10. To support the integration of health and social care as per the Social care Green Paper, the NHS 10 year forward plan and to be part of the Merton Health and Care Together Programme.
11. 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 utilised.
12. To work closely with the Integrated Head of Learning Disability, Head of Housing, Head of Provider services, Head of Libraries and Heritage, the voluntary sector and health colleagues.
13. To be a member of the community and housing senior leadership team

Strategic Leadership

1. Provides strategic commissioning lead throughout the whole commissioning cycle including the management and development of local care markets, contract management of contracted activity and quality assurance of providers.
2. The role requires the establishment and then the development of a new commissioning and procurement function across the department during a period of organisational change.
3. Lead on increasing understanding and visibility and control of commissioning and procurement spend across the department.

4. To ensure strong working relationships with the market and demonstrate effective negotiation and influencing skills to deliver the best commercial outcomes for the council
5. To lead and take responsibility for, effective management of the interface between the commissioning strategy and market response including the development of existing services and contracts.

Commissioning

1. The role takes responsibility for engaging with services and markets to ensure effective support for commissioning strategies and the delivery of specific projects. It ensures that commissioning strategies are evidence based, outcome led and soundly based on knowledge of performance. It works with internal and external stakeholders to develop service requirements and focus the commissioning cycle consistently on evidence of need and drive outcomes and efficiency.
2. Responsible for the delivery of the Care Act Commissioning duties of market shaping, development, diversity and sufficiency of supply in the local care economy.
3. Lead on the development and delivery of commissioning strategy as well as coordinating service design development of existing contracted services and future service requirements.
4. Support the commission of £43m+ of adult social care and support services.
5. To interface and coordinate activity across key stakeholders including; commissioners, partners, service providers, procurement, legal and finance teams to maximise consensus and align resources to planned commissioning activity.
6. To develop and manage the tendering administration process including support to the selection of providers and partners.
7. To ensure all commissioning has the required standard of quality assurance and governance and risk management.
8. To manage the delivery of high quality commissioning projects, providing ownership, leadership and expertise across the commissioning cycle to ensure high quality services, desired outcomes and improved efficiencies
9. To develop effective working relationships to drive effective joint delivery of commissioning strategies, market development and service improvement programmes
10. To have oversight of the management and development of the provision of the Direct Payments service for residents of Merton, anticipating and satisfying customer needs in a timely and cost effective manner and to advise on future developments. Respond to changes in terms of organisational and customer needs.

Procurement

To manage risk effectively throughout the commissioning cycle, ensuring timely mitigation and or escalation as appropriate. To ensure compliance in relation to EU procurement regulations, Council standing orders, legal and financial requirements, governance arrangements and best practice.

To ensure the department engaging and works collaboratively with corporate procurement and with other departments in order to seek value for money through all procurement activity.

Contract Management

1. The role provides expertise and leadership in relation to Contract Management across the Directorate, with responsibility for the development and oversight of activity to ensure the maximum value is derived from contracts and that quality is consistently assured. The role ensures that contracts fulfil their contractual requirements and deliver strategic objectives, innovation, continuous improvement, desired service outcomes, value for money and savings.
2. To proactively manage and have oversight of the 3rd party contractual spend
3. To have oversight of provider concerns where safeguarding or provider failure issues are raised.

Improvement

1. To challenge the supplier and provider to innovate and drive out inefficiency.
2. To oversee quality monitoring, improvements and assurance across all provider markets.
3. To lead and have oversight of the brokerage of adult social care services ensuring that it meets the business requirements and service development needs of adult social care, the Care Act 2014 and ensuring service improvements for clients. To carry out a range of market intelligence and quality assurance activities on a day to day basis, increasing the interaction between the department and market providers to improve quality across the Borough

Resources

1. To deliver solutions that reflect local needs and drivers taking responsibility for financial management within teams and projects, including savings delivery, and ensures value for money and the efficient use of resources.
2. To ensure that Income maximisation of £8m+for the department is maintained through customers being financially assessed and invoiced for services in a timely manner.



3. To have direct line management responsibility for 5 managers and overall responsibility for an additional 23 staff. There will also be additional project/ interim staff as required.
4. To effectively manage commissioning staff, and budgets within agreed financial limits

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Community & Housing
PERSON SPECIFICATION**

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Qualifications and Education

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

Skills

1. Outcomes focused and solution-oriented
2. Knowledge of contract legislation (including UK & EU Public Sector procurement law) and procedures within a public sector environment (preferably social care)
3. Knowledge of the adult social care, housing and community sectors required
4. Exhibits confidence and leadership, engages emotionally and can show evidence of influencing key stakeholders externally and internally
5. Is an authentic and inspiring leader, able to build inclusive and high-performing teams
6. Delivers excellent service to colleagues and clients
7. Applies judgement in managing risk, supporting their senior leadership to deliver on commitments to savings
8. Can lead in ambiguous situations, demonstrates resilience, readily adapts to change and exhibits personal growth

Knowledge and Experience

1. Significant experience of successfully leading commissioning functions within public sector partnership settings delivering tangible improvements to service outcomes;

2. Excellent understanding of the policy and strategic framework for health and social care, including a strong focus on adults;
3. Significant experience of developing and delivering successful and complex projects or services in partnership with other agencies;
4. Experience of working within a politically driven organisation operating at a senior level with elected or board members;
5. A track record of successfully leading and managing complex cross-functional projects and programmes to time and on budget
6. Experience of working in a strategic role in a large and complex organisation
7. Evidenced knowledge of key issues and considerations in relation to commissioning, procurement, contracting and transformation activity within the service and relevant policy and legislation.
8. Demonstrable record of driving through efficiency savings as a result of more effective service design, commercial, contract or procurement practices whilst maintaining strong service outcomes
9. Evidenced excellent influencing and negotiation skills to drive and manage change and deliver strategic priorities
10. Evidenced innovative and imaginative approach and the ability to identify new and credible options for service development
11. Proven experience of evidence based commissioning, applying strong analytical skills and lateral thinking to develop commissioning strategies, plans and service solutions
12. Proven stakeholder management and engagement skills, combined with evidence of political awareness and sensitivity to stakeholder needs and priorities
13. 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
14. Evidenced excellent commercial skills and business acumen
15. Evidence of successfully managing and mitigating risks including those of a service, commercial, financial procurement and political nature
16. Experience of developing and delivering performance and/or contract management frameworks

Other Considerations

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.