

**People Directorate**  
**Commissioning Officer – Children & Young People**

**Job Description and Person Specification**

**V2**

## Job Description

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| <b>Job Title:</b>   | <b>Strategic Commissioning Officer for Children and Young People</b>   |
| <b>Service Area:</b>  | People Directorate   |
| <b>Function:</b>  | Children's Social Care, Public Health & Wellbeing Hub  |
| <b>Team:</b>  | Integrated Strategy and Commissioning  |
| <b>Post number:</b>   |  |
| <b>Grade:</b>   | 13   |
| <b>Hours/weeks:</b><br><i>E.g. 36 hours/52.14 weeks</i>   | 36 hours   |
| <b>Base location:</b>   | Lynton House   |
| <b>Reports to:</b><br><i>Job title</i>  | Senior Social Care Commissioner  |
| <b>Role purpose and role dimensions:</b><br><i>Overview of the job</i>  | <p>To work on the development of strategy and commissioning across health and social care. To develop and manage a range of appropriate commissioning processes to enable delivery of high quality and outcome focused care and health services for children, young people and their families, including services for Looked After Children, Children with Disability, Care Leavers, Children in Need, placement provision and sufficiency, fostering services, domiciliary care, promotion of independence, health and emotional wellbeing services.</p> <p>To lead on strategic projects relevant to Children and Young People and their Families.</p> |
| <b>Key external contacts:</b><br><i>Organisations</i>   | Care Quality Commission, Ofsted, Department for Education, Department of Health, Public Health England, ADASS, Integrated Health and Social Care Service (HASS), Clinical Commissioning Groups, Providers, Voluntary & Community Sector, services users and carers.  |
| <b>Key internal contacts:</b><br><i>Job titles or groups of staff</i>   | Other teams in the HUB, and other Directorates including Finance, Corporate Procurement, Legal and Constitutional Services. Other services within the Council to promote Health and Wellbeing. Close working relationship with the HASS and Children and Families  |
| <b>Financial dimensions:</b><br><i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i> | To maintain management information systems and provide regular reports in relation to specific projects.   |
| <b>Key areas for decision making:</b>   | Responsible for commissioning decisions in specialist area.  |
| <b>Key accountabilities and result areas:</b>   | <b>Key elements:</b> Budget accountability for commissioning spend in specialist area.   |

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| General | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ To develop and establish a range of appropriate commissioning processes to enable delivery of high quality and outcome focused care and health services children and young people and their families.</li> <li>▪ To assist the Integrated Strategic Commissioners in the development and implementation of policy, strategies and practice guidance to support effective delivery of national and local strategic targets on behalf of Redbridge.</li> <li>▪ To write and/or contribute to local strategies.</li> <li>▪ To lead on specific projects including carrying out needs analysis and market research to ensure commissioning of services is evidence based and needs led.</li> <li>▪ To have responsibility for the implementation of strategic plans and programmes, monitoring against delivery plans and acting on performance issues.</li> <li>▪ To develop and write service specifications to meet the health and social care outcomes in line with strategic intentions; and to ensure service user and carer involvement in strategic commissioning and provide them with support as required.</li> <li>▪ To analyse the capacity of the care provider sector; and assist in the formulation of market shaping, development and capacity building.</li> <li>▪ To review demographics and current market to develop and implement the Children's Social Care commissioning strategy.</li> <li>▪ To participate in tender evaluation panels; and to include where appropriate service user and carer involvement and provide them with support as required.</li> <li>▪ To work on the integration of health, social services and voluntary organisations to promote effective joint working to ensure delivery of wider government targets.</li> <li>▪ To work in partnership with relevant council services, NHS partners, voluntary sector, user led groups, and other relevant partners to develop integrated commissioning plans and service specifications.</li> <li>▪ To develop relationships and maintain regular contact with colleagues within the council and other local authorities, providers and partner agencies to ensure they are informed and involved in health and social care commissioning strategies and intentions.</li> <li>▪ To work in conjunction with the other teams in the Hub and HASS to co-produce service development and specifications with service users and carers for Children and Families.</li> <li>▪ To work in conjunction with the Contract and Procurement team to ensure commissioned services meet the required outcomes. This will include meetings or consultations with service users and carers and providers.</li> <li>▪ To write reports, briefings and committee reports.</li> <li>▪ To provide commissioning related advice and guidance to relevant staff, stakeholders and service providers.</li> </ul> |
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| <b>General accountabilities and responsibilities</b> |  |
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| <b>Green Statement</b>                               | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your role.</li> </ul>  |
| <b>Data Protection/Confidentiality</b>               | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul> |
| <b>Conduct and Whistleblowing</b>                    | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>   |
| <b>Safer Working</b>                                 | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.</li> </ul>   |
| <b>Equalities</b>                                    | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>  |
| <b>Customer Care</b>                                 | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>   |

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| <b>Health and Safety</b>  | <b>This will involve:</b> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>                                |
| <b>To contribute as an effective and collaborative member of the team</b> | <b>This will involve:</b> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul> |
| <b>Flexibility</b>  | <b>This will involve:</b> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>                                       |

## Person Specification

| Job Title:                                     | Strategic Commissioning Officer for Children and Young People  |                  |                  |
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|  | <i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>   | <b>A - I - T</b> | <b>Weighting</b> |
| <b>Minimum education/ qualifications:</b>      | <ul style="list-style-type: none"> <li>▪ Relevant professional qualification (Supported Health/Social Care, Project Management) and/or appropriate experience</li> </ul>   | A                | 2                |
| <b>Minimum experience/ knowledge/ skills:</b>  | <ul style="list-style-type: none"> <li>▪ Experience of leading on commissioning and development of strategies and plans for services for Children, Young People and Families.</li> </ul>   | A – I            | 3                |
|  | <ul style="list-style-type: none"> <li>▪ Internal reviews, self-assessments and delivering tangible and significant performance improvements.</li> </ul>   | A – I            | 3                |
|  | <ul style="list-style-type: none"> <li>▪ Managing a programme of diverse high risk and/or high profile multi-disciplinary projects; obtains and organises resources (budgets, people etc.) to enable projects to proceed, and acts to remove obstacles to progress.</li> </ul> | A – I            | 2                |
|  | <ul style="list-style-type: none"> <li>▪ Outstanding track record of achieving results, on target, and to a high standard.</li> </ul>  | A – I            | 2                |
|  | <ul style="list-style-type: none"> <li>▪ Experience of formulating long term plans, and balancing strategic and financial pressures to sustain and achieve key goals within the organisation.</li> </ul>   | A – I            | 3                |
|  | <ul style="list-style-type: none"> <li>▪ Experience of implementing a complex and challenging work programme for both self and team.</li> </ul>  | A – I            | 2                |
|  | <ul style="list-style-type: none"> <li>▪ Experience of leading on communications and information provision (both internal and external) in a large organisation.</li> </ul>  | A – I            | 3                |
|  | <ul style="list-style-type: none"> <li>▪ Significant knowledge of the health and social care policy agenda.</li> </ul>   | A – I            | 3                |
| <b>Minimum competencies:</b><br>Customer focus | <ul style="list-style-type: none"> <li>▪ Confident in making presentations and representing the Council in important internal and external meetings in appropriate formats.</li> </ul>   | A – I – T        | 2                |
|  | <ul style="list-style-type: none"> <li>▪ Considers the implications of user and carer views on plans and services being provided for children and young people and modifies/recommends changes to these as appropriate.</li> </ul>   | A – I            | 3                |

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| Communicating and influencing                               | <ul style="list-style-type: none"> <li>▪ Able to write complex and/or user-friendly reports, strategies and guidance for a variety of different audiences including senior managers, staff, service users, inspectors and Council Members.</li> <li>▪ Exceptional IT skills particularly in Microsoft Word, Excel, PowerPoint and web tools.</li> </ul>  | A – I – T | 3 |
|   |  | A – I – T | 3 |
| Building relationships, working together and in partnership | <ul style="list-style-type: none"> <li>▪ Develops trust between self and partners, regularly monitoring progress and outcomes, exchanging feedback and modifying services as appropriate.</li> </ul>   | A – I     | 2 |
| Respecting & implementing diversity                         | <ul style="list-style-type: none"> <li>▪ Positive about promoting equality and diversity in employment and service delivery through service improvement planning.</li> </ul>   | A – I     | 3 |
| Planning, organising & achieving results                    | <ul style="list-style-type: none"> <li>▪ Strong commitment to improving services and a proven track record in achieving improvements.</li> <li>▪ Able to analyse complex and sensitive problems quickly and efficiently; adopting a flexible and creative approach to trouble-shooting problems or poor performance.</li> <li>▪ Able to analyse and distil complex political, economic and social information to create clear strategic objectives and priorities.</li> <li>▪ Regularly measures outcomes in terms of relevant performance indicators, and reviews the robustness of the processes which are being used to measure performance.</li> </ul> | A – I     | 3 |
|   |  | A – I     | 3 |
|   |  | A – I     | 2 |
|   |  | A – I     | 2 |
| Embracing change  | <ul style="list-style-type: none"> <li>▪ Champions new initiatives in support of strategic goals, encourages others to change and negotiates and implements change successfully.</li> <li>▪ Understands and uses recognised techniques associated with change processes, including the need for regular, timely and honest communications with staff through a variety of media, risk management strategies etc.</li> </ul>  | A – I     | 2 |
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| Leadership                     | <ul style="list-style-type: none"> <li>▪ Leads by example and is visible in doing so.</li> <li>▪ Provides staff with a clear sense of vision and direction, and can generate excitement for a course of action.</li> <li>▪ Obtains and organises resources (budgets, people etc.) to enable projects to proceed, and acts to remove obstacles to progress.</li> <li>▪ Inspires staff with a 'quality' approach towards everything they do, and a philosophy of 'continuous improvement'.</li> <li>▪ Creates a culture where staff feel able to question and challenge the status quo without fear.</li> <li>▪ Fosters powerful and productive working relationships both within the service, cross-functionally and externally.</li> </ul>  | A – I<br>A – I<br><br>A – I<br><br>A – I<br><br>A – I     | 2<br>2<br><br>2<br><br>2<br><br>2     |
| Managing and developing people | <ul style="list-style-type: none"> <li>▪ Uses a structured approach (such as a performance review scheme) to agree clear and challenging objectives and appropriate timescales with staff and monitors progress on tasks and projects in a positive way.</li> <li>▪ Prioritises work and allocates resources to support priorities.</li> <li>▪ Delegates work as appropriate, finding the right balance between 'letting go' and providing the necessary level of support.</li> <li>▪ Enthuses others, promoting a clear sense of purpose and a positive attitude to work in individuals and teams.</li> <li>▪ Communicates in an open and honest way, encouraging two-way constructive feedback covering both positive and more difficult issues.</li> <li>▪ Shares information with staff in an open and timely way.</li> </ul> | A – I<br><br>A – I<br><br>A – I<br><br>A – I<br><br>A – I | 2<br><br>2<br><br>2<br><br>2<br><br>2 |
| <b>Signature of Employee:</b>  | <b>Name:</b>  | <b>Date:</b>  |                                       |