

London Borough of

Redbridge



Commissioning Officer
Strategic Commissioning Team for Adults

Job Description and Person Specification
March 2026

London Borough of Redbridge Job Description and Person Specification

JOB DESCRIPTION			
Job Title	Commissioning Officer x 3		
Post No.	TBC	Location	Lynton House (minimum 2 days per week) and Remote Working
Department	Commissioning	Function	Commissioning
Team	Strategic Commissioning Team	Reports to	Strategic Commissioner - LD and MH Strategic Commissioner - Carers and Prevention Strategic Commissioner - Older People
Grade	LBR 11	Hours	36 hours per week 2 x Permanent full-time 1 x 12-month fixed-term full-time contract

JOB ROLE	
Purpose of Role	The purpose of the role is to provide commissioning support across several of the portfolio areas. This will involve undertaking a range of duties including commissioning project and procurement activity, contract monitoring, data analysis work, policy and strategy development support. The postholder will work with commissioning leads to enable delivery of high quality and outcome-focused services. This role works to support the Strategic Commissioning Team for vulnerable adults covering those with learning disabilities and mental health, physical disabilities, carers and older people.
Key Partners	<ul style="list-style-type: none"> • External partners including service users, carers, private sector providers, voluntary and community sector providers, NHS, other councils and relevant groups as appropriate. • Internal teams including contracts, procurement, brokerage, legal, finance, community health and social care teams, business intelligence, direct payments and other relevant teams as appropriate.
Key areas of decision making	<ul style="list-style-type: none"> • Interpretation of data and policy/legislation relating to adult social care and commissioning and supporting commissioning leads in implementing this where appropriate. • Identifying areas of improvement within commissioned services and implementing required action with commissioning leads.
Financial responsibility	<ul style="list-style-type: none"> • No direct budget responsibility.
Responsible for	<ul style="list-style-type: none"> • No direct line management.

KEY ACCOUNTABILITIES	
Responsibility Areas	<p><u>Commissioning and Procurement</u></p> <ul style="list-style-type: none"> • Lead on or support a range of commissioning cycle projects, including: <ul style="list-style-type: none"> ○ Developing and managing commissioning cycle project planning related documents. ○ Develop service specifications to meet care outcomes and work in conjunction with strategic commissioners, other teams, service users, carers and providers. ○ Undertake process mapping exercises and tender evaluations for commissioning activity. ○ Analyse reviews of commissioned services to ensure they provide value for money. Review services for efficiencies, improvements and ensure services deliver defined outcomes for local residents.

KEY ACCOUNTABILITIES

	<ul style="list-style-type: none"> ○ Plan and undertake co-production and engagement commissioning activities with stakeholders including, service users, carers, internal and external agencies, voluntary and community groups and collate findings so views and feedback can be incorporated into the commissioning and procurement cycle. ● Provide support with service redesign and delivering efficiencies projects. ● Produce data protection and equality impact assessments for commissioning projects and strategies. <p><u>Strategy, Policy and Market Development</u></p> <ul style="list-style-type: none"> ● Develop, coordinate and maintain commissioning strategies and policies. ● Interpret government legislation, local and national policy to support the development and implementation of policies and strategies such as the Health and Wellbeing Strategy, Commissioning Strategy, Supported Housing Guidance, Quality Assurance, Direct Payments, Carers and Learning Disability. ● Support with the development of the key care market documents such as the Market Position Statement and Sufficiency Demands and Needs Assessment. ● Analyse the capacity of the provider sector and assist in the formulation of market shaping, development, and capacity building. ● Provide support and attend market engagement events to support commissioning activities and market development. <p><u>Data Analysis and Research</u></p> <ul style="list-style-type: none"> ● Undertake gap analysis work of care services, care markets, strategies, policies to support the shaping and development of these areas. ● Undertake research, data analysis and interpret findings using a range of quantitative and qualitative information by: <ul style="list-style-type: none"> ○ Analysing and interpreting demand, need, trends, benchmarking and social care client management and finance systems and produce reports on findings. ○ Review existing services, identifying best practice, innovation and new approaches to support and inform evidence-based needs-led commissioning decisions. ● Write and produce reports and presentations on data and research findings, and work with commissioning leads to propose recommendations. ● Undertake service reviews of commissioned services to ensure they provide value for money, service efficiencies, service improvements and deliver defined outcomes for local residents. <p><u>Team Activities</u></p> <ul style="list-style-type: none"> ● Develop draft responses for relevant Freedom of Information (FOIs), MP and Councillor enquiries including drafting responses for sign off by the Head of Service. ● Provide wider support to the Adults Commissioning Team, Head of Service and manager, as required. ● Arrange, facilitate and attend a range of meetings and panels, following up on actions.
Personal Development	<ul style="list-style-type: none"> ● Taking responsibility for continuing self-development and participating in training and development activities. ● Seeking opportunities for self-development to build and expand professional knowledge, skills and experience. ● Participate positively in performance management and personal development.
Work Programme Flexibility	<ul style="list-style-type: none"> ● The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of the role description. These will be proportionate with the job level and scope of competence.
Behaviours and Conduct	<ul style="list-style-type: none"> ● The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. As part of an individual's personal development, Redbridge expects employees of all levels to be continuously developing these core behaviours.

KEY ACCOUNTABILITIES	
	<ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Safer Working	<ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. The Council will require a DBS check, and references will be taken up prior to interview.
Health and Safety	<ul style="list-style-type: none"> Being responsible for your own health and 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 defects and hazards to management.
Data Protection	<ul style="list-style-type: none"> Complying with the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. 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. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Corporate	<ul style="list-style-type: none"> All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities. These include responsibilities for outcomes regarding equality, conduct and behaviour, health and safety, data protection, safeguarding and customer care.
Equalities	<ul style="list-style-type: none"> Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in employment. 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.
Conduct and Whistleblowing	<ul style="list-style-type: none"> 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 improprieties or breaches of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and can make them without fear of recrimination

PERSON SPECIFICATION	
Job Title	Commissioning Officer

KNOWLEDGE and EXPERIENCE	
Assessment	A = Application Form / I = Interview / T = Test
Weighting	3 = Essential / 2 = Desirable

AREA	CRITERIA	
Qualifications	<ul style="list-style-type: none"> Degree level education or proven equivalent level of technical and organisational knowledge and/or relevant experience. 	A / 3
Experience, Knowledge and Skills Areas	<ul style="list-style-type: none"> Experience and understanding of the purpose, activities and approaches across the full commissioning, procurement and contract management cycle. 	A / I / 3
	<ul style="list-style-type: none"> Knowledge and understanding of the purpose, policies, and key legislation in relation to social care services including the health and social care agenda. 	A / 2
	<ul style="list-style-type: none"> Knowledge and understanding of market shaping and market development, including building capacity. 	A / I / 2

AREA	CRITERIA	
	<ul style="list-style-type: none"> Experience of collaborative working across multiple organisations, including voluntary and community sector, NHS and other public sector partners to support the delivery of outcomes for residents. 	A / I / 2
	<ul style="list-style-type: none"> Experience and understanding of project management tools and techniques. 	A / 2
	<ul style="list-style-type: none"> Experience of managing contracts and understanding of performance and improvement planning techniques. 	A / I / 2
Analytical Skills	<ul style="list-style-type: none"> Experience of sourcing, gathering and analysing data using a range of qualitative and quantitative methods to support problem solving and decision making. Including using IT systems such as finance and client management systems. 	A / T / 3
	<ul style="list-style-type: none"> Exceptional IT skills particularly in Microsoft Word, Excel, PowerPoint and web tools. 	T / 3
Customer Focus	<ul style="list-style-type: none"> Considers the implications of customer views on services being provided and recommends changes to these as appropriate. 	A / I / 2
	<ul style="list-style-type: none"> Experience of writing and presenting a range of complex and/or user-friendly information and reports for a variety of different audiences including senior managers, staff, service users and residents. 	A / T / 3
Communicating and Influencing	<ul style="list-style-type: none"> Ability to communicate effectively, build strong relationships and work flexibly with a wide range of stakeholders to achieve shared outcomes. Presenting to a wide range of stakeholders including council meetings. 	A / I / 3
Partnership Working	<ul style="list-style-type: none"> Promote equality and diversity within the Council and through service delivery. 	A / I / 3
Championing Diversity	<ul style="list-style-type: none"> Works effectively with colleagues, partners and residents from a diverse range of professional, social economic and cultural backgrounds and champions diversity in supporting the development of strategies and commissioning activity. 	I / 3
Planning, Organising and Achieving Results	<ul style="list-style-type: none"> Experience of being able to plan, prioritise and manage workload and deliver results and improvements, on time and to a high standard. 	A / I / 3
	<ul style="list-style-type: none"> Deliver new initiatives in support of strategic goals. Encourage others to implement change successfully. 	A / I / 2
Embracing Change	<ul style="list-style-type: none"> Understands change processes, including the need for regular, timely and honest communications where appropriate. 	A / I / 2