

Resources Directorate, Public Health & Wellbeing Cluster

Brokerage Assistant (Adults)

Job Description and Person Specification May 2026

Job Description

Job Title:	Adults Brokerage Assistant
Service Area:	Resources Directorate, Public Health & Wellbeing Cluster
Function:	Adult Placements, Public Health & Wellbeing Hub
Team:	Contracts & Procurement
Post number:	CC5034
Grade:	LBR6
Hours/weeks: <i>E.g., 36 hours/52.14 weeks</i>	36 hours Monday to Friday
Base location:	Lynton House
Reports to: <i>Job title</i>	Brokerage Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management

Role purpose and role dimensions: <i>Overview of the job</i>	As a Brokerage Assistant, you will play a key supporting role to Brokerage Officers across all service areas within Adult Social Care Placements. This is a varied and rewarding position, offering an excellent opportunity to develop a broad range of skills and gain valuable experience within this vital function. You will be required to work Monday to Friday, 9:00am–5:00pm, and on occasions provide cover for Brokerage Duty as required. You will be responsible for undertaking a range of administrative duties, including maintaining and updating records on LAS and ContrOCC in line with payment processes and governance requirements. You will also act as an important point of communication, supporting effective coordination between providers, stakeholders, teams, and locality services. You will work closely with social work teams, senior management, care providers, and wider partner agencies, building and maintaining positive working relationships across the social care sector. Strong communication and interpersonal skills will be essential in ensuring effective collaboration and service delivery. You will adopt a flexible approach, supporting the wider Brokerage function as required, including providing cover for other Brokerage Assistants within the team. While working as part of a supportive team, you will also be expected to manage your own workload, work under pressure, and exercise sound judgement within the scope of the role.
Key external contacts: <i>Organisations</i>	Adults providers Other Local Authorities / Teams Stakeholders Localities
Key internal contacts: <i>Job titles or groups of staff</i>	Social Workers across HASS Localities Contracts and Quality Assurance Team
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Finance around Placements, ensure costing information is entered on LAS / ContrOCC and sent to the provider swiftly, in a timely manner. You will be required to query payments and investigate outstanding issues relating to ContrOCC and provider payments. Post holder must take into account value for money, and ensure information is accurately entered on the system Assist in contacting providers to obtain savings in respect of all users.
Key areas for decision making:	Decision to which providers/organisations are offered in line with our contracts To ensure services are set up and restarted in a timely manner to prevent risk of non service.
Other considerations: <i>E.g., working patterns</i>	

Key accountabilities and result areas:	Key elements:
Operational	This will involve: Liaising with Placement & Brokerage Officers, Contracts Officers and Commissioning Officers, and other teams within the service to ensure they receive up to date information on contracts and information regarding Individuals and their care. To assist in updating the placements spreadsheets which records all placement moves across adult placements. Communicate with providers Suspensions and restarts of care – Including hospital discharges. You will be required to arrange and issue documents to provider for increases and decreases of homecare services. To assist Brokers with scrutinising 1 off increases of care and any additional funding requested by the provider To liaise with providers regarding service provision and vacancy information. To assist the placement searches and research for review cases. Including searching the market for potential options and relaying this Lead Broker. To ensure Data Protection, GDPR and Freedom of Information Act Policies & Procedures are adhered to and that all files and personal information is held securely. Contribute to and participate with established systems in ASC in LAS to track all referrals, placements, placement moves and endings and ensure that high quality management information is available to assist in the planning and review of the service. Contribute to and participate in the delivery of a responsive and efficient service alongside the HASS teams /Stakeholders involved in this project. Assist with placement searches for adults as and when needed i.e., if someone is on leave or sick.

Key accountabilities and result areas:	Key elements:
	To support the brokerage team with claiming back savings Identify trends and ensure management is aware of such Ensuring long term discounts are applied where relevant Ensuring that correct information is entered onto the Individual Persons Agreement Assisting with the filing of documents, data and referrals Provide assistance and support to colleagues when required To be smart and presentable at all times in compliance with the current dress code.
Data and Performance	This will involve: To manage, monitor and maintain records using database and spreadsheet applications. To input placement data on the placement tracking sheet To input savings onto the placement tracking sheet To ensure a high standard of computer record keeping and accuracy of information.
General accountabilities and responsibilities	
Green Statement	This will involve: 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 job.
Data Protection/Confidentiality	This will involve: Complying with the 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.

Conduct and Whistleblowing	This will involve: 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.
Safer Working	This will involve: 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 DBS Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: 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.
Customer Care	This will involve: Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: Being responsible for your own Health & 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.
To contribute as an effective and collaborative member of the team	This will involve: Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: 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 grading level and competence.

Person Specification

Job Title:	Brokerage Assistant		
Method of candidate assessment: A = Application form, I = Interview, T = Test. Weighting: 3 = most important, 2 = least important		A - I - T	Weighting
Minimum education/ qualifications:	▪ Relevant qualification and/or appropriate experience.	A	3
Minimum experience/ knowledge/ skills:	▪ Experience of using IT systems to input and record data	A - I	3
	▪ An understanding/willingness to understand how social care services are provided	A - I	3
	▪ Ability to think creatively to find imaginative and innovative systems solutions	A - I	2
	▪ Commitment to using IT systems to record, retrieve and report data essential for Commissioning purpose	A - I	3
	▪ Excellent written and verbal communication skills relevant to the duties of the post	A	2
	▪ Good interpersonal skills with the ability to liaise effectively with a wide range of stakeholders at all levels including service users and their families	A	3
	▪ Display a sound understanding of equality issues, respecting and valuing individual’s diversity and the variety of their contributions.	A - I	2
	▪ A self-motivated individual who is adaptable, receptive to new ideas and is willing and able to adjust to new demands and circumstances	A - I	2
Minimum competencies: Customer focus	▪ Excellent skills at collaborating with colleagues and external agencies to develop the best processes for the business	A - I	3
	▪ Embraces the Authority’s stated intention to work in partnership with other providers in order to deliver the most efficient and flexible services to customers, forging links and developing joint working.	A - I	3
Communicating and influencing	▪ Highly developed inter-personal skills to enable effective communication, orally, in written documentation or with presentations with service users and senior managers.	A - I	3

Building relationships, working together and in partnership	▪ Be a motivated and enthusiastic individual and build confident and effective working relationships with customers and IT professionals at all levels.	A - I	3
	▪ Works creatively, coming up with new and imaginative ideas and collaborating with others to identify change.	A - I	3
Planning, organising & achieving results	▪ Sound and methodological problem-solving skills	A - I	3
	▪ Ability to manage own workload with minimum supervision	A - I	3
	▪ To be open to change and adapt flexibly and quickly to new circumstances.	A - I	2
Embracing change	▪ Adaptable, receptive to new ideas and willing and able to adjust to new demands and circumstances.	A - I	3
Personal Effectiveness and Self Development	▪ Display a high level of personal “drive” and energy and shows a capacity for sustained effort and performance	A - I	2