# Job Description

**Role Profile** Commissioning Officer I (ACI004)

**Service/Team** Strategic Commissioning - Disabilities

**Reports to** Strategic Commissioning Manager - Disabilities

**Responsible for** N/A

**Number of posts** \_ 1

**Post number** CM

**Career Grade** BCP Grade H

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring vulnerable adults and their carers are enabled to fully participate in how services are designed and delivered. By doing this we can ensure that commissioned services secure positive outcomes and improve the health and wellbeing of those receiving them.**

.

**Job Overview**

To engage with vulnerable adults with disabilities including Mental Health, Learning Disabilities and Autism, their families and carers to understand their lived experience and work with them to inform local needs and ensure their voice impacts on the development, implementation, and improvement of effective commissioning strategies for Adults’ Health and Social Care Services in BCP Council

**Key Responsibilities**

* Support the Commissioning Manager and Senior Commissioning Officer with the co-ordination and development of commissioning strategies and activity plans and pipelines for social care, to help ensure that commissioning and procurement activity is pro-active and planned and involves relevant stakeholders.
* Delivering innovative approaches to engaging vulnerable adults, families and carers in shaping services and participating in the activities offered across BCP to inform commissioning activities.
* Set-up and support forums and groups to empower and vulnerable adults and their carers to self- advocate and further their interests and needs.
* To manage relevant clients specific Boards that oversee the delivery of strategies and services; ensuring that vulnerable adults and carers are proactively supported to engage meaningfully as members of the Board, and where possible and appropriate are integral to leading those Boards.
* Support consultation exercises and promote opportunities for vulnerable adults and their carers to scrutinise, contribute to and influence the work of BCP Adult Social Care Commissioning and broader ICS partners where joint commissioning exists. Supporting the Council to understand their needs and involve their voices in strategic development as well as service development, delivery, and monitoring. This will include organising focus groups, co-ordinating surveys and administering formal consultation processes.
* Ensuring that all communication, including meeting papers and reports are accessible through reasonable adjustments under the Equality Act 2010 including the provision of Easy Read materials. And collating and sharing feedback from consultation exercises to inform Council decisions and policies.
* Produce written briefings and similar documents under the direction of the Commissioning Manager and Senior Commissioning Officer and contribute to written reports and help inform plans being developed by managers.
* Co-ordinate the involvement of stakeholders, carers, and clients with the development of commissioning strategies, to help ensure that commissioning activity is robust, sustainable, and designed and delivered in accordance with needs.
* To commission and manage, as appropriate, client facing contracts such as self-advocacy that support the voice of the client and their families in the work we do.
* Assist planning and management of commissioning projects that seek to embed change in how commissioning is delivered, to support management to ensure commissioning activity is in accordance with best practice and procured in a cost effective and efficient manner.
* Contribute to the provision of resources and external training for the Council and the care supply chain, including SMEs and the voluntary and community sector to support the building of capacity and capability internally and within the local/national market, and help ensure that service provision can meet the Council's wider strategic objectives.
* Arrange and facilitate the provision of services for care and the monitoring of external provider contracts, to ensure that commissioned and contracted services are provided in accordance with user need, and contracts deliver required performance.
* Gather and analyse a broad spectrum of information from a variety of sources to inform assessment of needs in social care services and to map the provision of services, to provide the evidence base for strategic planning and service developments.
* Co-ordinate engagement with the care provider market through the arrangement of engagement events, social media campaigns and producing written communication products, to increase the profile of the team, develop relationships, and support knowledge and intelligence sharing between providers and the Council.

**Specific Qualifications and Experience**

* Degree level education or equivalent experience.
* High level of understanding of the Adult Care sector and the Social Care Transformation agenda.
* Knowledge of partnership working and developing services with partners.
* Ability to influence and engage with people
* Experience of communicating effectively with vulnerable adults and their families and carers, with demonstrably good listening and advocacy skills.
* Understanding of legislation and changes that inform and shape the way in which we engage with stakeholders in the pursuit of commissioning and monitoring contract within the Adults’ service area.
* Understanding of legislation and changes that inform and shape the way in which commissioned contracts are developed and monitored with the Adults’ service area.
* Excellent IT skills including Microsoft Office and knowledge of e-tendering software packages.
* Knowledge of data processes and regulations.
* Well-developed communication skills, with the ability to use technical knowledge to provide advice and guidance, and to negotiate with suppliers on contract performance
* Knowledge of procurement and contracting processes, including those relating to the development of specifications, contract documents, and payments.
* Experience of using procurement and contracting procedures (including legal and regulatory requirements and the risks of non-compliance), and of developing standard specifications and contract documentation.
* Experience of using e-procurement and tendering portals.

**Personal Qualities & Attributes**

* High level of empathy and resilience dealing with those experiencing significant challenges
* High level of emotional intelligence, attention to detail, ability to work calmly and methodically under pressure etc
* Ability to lead, plan and organise own workload
* Ability to prioritise workload with competing demands and manage activities to deliver commissioning projects and objectives
* Well-developed communication and interpersonal skills, and the ability to work in partnership. A flexible, adaptable approach is needed to communicate and engage with a range of people and situations.
* Excellent analytical and problem-solving skills
* Within own area, ability to identify service requirements or shortfalls and make recommendations to maximise service quality, efficiency and continuity.
* Ability to apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet vulnerable adults and their carers requirements
* Ability to give complex advice and make recommendations to senior management to support informed decision making

**Job Requirements**

* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* This role may need to work occasional evenings to attend or manage events in line with the needs of particular stakeholders.
* This post will engage with vulnerable members of our community who have lived experience and will be required to carry out an Enhanced DBS check commensurate to the role.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.