

<b>Job title:</b>	<b>Commissioning Support Officer</b>
<b>Directorate:</b>	<b>People</b>
<b>Accountable to:</b>	<b>Lead Commissioner</b>
<b>Politically restricted post</b>	<b>No</b>

### **Part A - Generic job purpose and capabilities**

Work as a member of the Strategy and Commissioning team, to support and contribute to the delivery of the strategic priorities and objectives of the People Directorate.

To support and deliver People, including Public Health, programmes and commissioning activity related to the relevant portfolios. You will support the Lead Commissioner and Commissioners in achieving Warwickshire County Council's (WCC's) vision and outcomes. You will develop and maintain good working relationships with our range of partners to enable them to provide preventative, targeted and specialist support to the population of Warwickshire to improve outcomes.

You will play an active role to undertake research, using relevant data and evidence based needs assessment to assist with the development of commissioned support and care models of provision within specific portfolio areas of work. From this research you will develop concise reports that the Lead Commissioner and Commissioners can use for their detailed business case for the development of commissioned models.

To develop and implement agreed strategy and commissioning projects in the portfolio area; as guided by the Lead Commissioner and Commissioners. You will contribute towards the implementation of policies, advice and guidance to support.

To support the Lead Commissioner and Commissioners in managing the commissioning arrangements and contracts for all services.

To work alongside the Contract Management function within the Commissioning Support Unit (CSU) to respond to performance intelligence in relation to commissioned services that have been identified as a priority.

To work to a project and programme management approach under the guidance of the relevant Commissioning and Performance Leads.

To support the Lead Commissioner and Commissioners to develop and promote new initiatives aligned to commissioning intentions.

**Strategy...**the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...**the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...**providing services to our customers



## Generic competencies for Commissioning Support Officer

Generic Capability	Descriptor
Research and needs assessment.	Use the JSNA and contribute to the development of a local evidence base of health and social care needs across the County and identifying key opportunities for health and social care improvement and health protection.

- Undertake robust and detailed gap analysis in relation to specific portfolios of commissioning activity to inform future work planning.
- Understand the differing needs and issues raised by a variety of different individuals and groups (including vulnerable and emotional); ensuring that any resulting action takes this into account and is appropriate in its implementation.
- Undertake co-production and engagement activity to inform the development and delivery of commissioning intentions.
- Implement evidence based, needs led interventions to improve health and social care and reduce inequalities in the context of national and local policies.
- Contribute to the production of a variety of documents, including: Committee reports (elected members), Briefing papers (elected members and senior officers), Performance reports, Public Health Annual Reports, Directorate reports etc.

Generic Capability	Descriptor
Policy and Practice	Develop, influence and support the implementation of national local, regional and sub regional policies and practices which impact on social care and health at the local level.

- Develop effective working relationships with health and other colleagues within local government and other agencies.
- Inform the local and countywide development of targets for social care and health improvement and health protection
- Negotiate with key partners to bring about changes to facilitate social care and health improvement.
- Support the creation of service specifications including of wider partner commissioned services to ensure that appropriate People and Public Health messages, priorities, indicators and outcomes are included.
- Support the tender and procurement of People services including tender evaluations and marking bids against agreed criteria and scoring as required.
- Undertake service reviews (where appropriate and in partnership with the CSU) as required to ensure commissioned services are fit for purpose and meeting health needs

Generic Capability	Descriptor
Project and Performance Management and Improvement	In collaboration with the CSU, monitor and report on local performance as appropriate against commissioned work programmes.

- Produce reports detailing analysis of national and local information and performance data for the range of services in the portfolio area
- Communicate complex and sensitive information to a wide variety of different audiences.
- Undertake detailed evaluation/review and audit of programmes and interventions and share good practice across stakeholders.
- Undertake gap analysis to inform future contract performance management and future commissioning intentions.

Generic Capability	Descriptor
Knowledge, Learning and Development	Support the development and utilisation of information and intelligence systems to underpin commissioning programmes across relevant disciplines and organisations. Influence, shape and evaluate targeted public health programmes and commissioned services.

- Develop Public Health and social care knowledge for the application and use within and outside the Directorate
- Provide advice (under guidance of the Commissioner) to primary care teams, independent contractors, local authorities and community groups for health improvement and evidence based practice.
- Identify priorities and develop action plans for joint health programmes including long term plans across a range of agencies and community groups.
- Take part in appropriate relevant and associated research as requested.
- Facilitate and support education and training opportunities, across a range of different audiences including the general public.
- Maintain and update personal development and participate in the directorate's appraisal process.
- Work closely with elected members and other stakeholders as required.
- Provide timely and accurate responses to members of the public, councillors and partner organisations.
- Adhere to the requirements of the Data Protection Act and information governance.
- Fully comprehend and put into place confidential systems when working with certain communities of interest, meeting the Equality and Diversity agenda.
- Ensure appropriate handling of confidential information and the appropriate use of that information, including using protective markings, anonymised data and secure email.
- Represent WCC and provide a Strategy and Commissioning at a variety of community and stakeholder events, as required.
- Comprehensive and working knowledge of WCC Committee systems and procedures: to support the implementation and development of change and improvement in WCC service delivery.

## Part B - Portfolio requirements

<b>Delivery responsibilities</b>	<p>Strategy &amp; Commissioning People through the delivery of:</p> <ul style="list-style-type: none"> <li>• Coproduction exercises and engagement activities.</li> <li>• Delivering strategy and commissioning projects</li> <li>• Contract performance reporting through the delivery of service reviews.</li> <li>• Detailed evaluation/review and audit of programmes and interventions and share good practice across stakeholders.</li> <li>• Gap analysis and needs assessment activity to inform future contract performance management and future commissioning intentions.</li> <li>• Producing reports detailing analysis of national and local information and performance data for the range of services in the portfolio area</li> <li>• Supporting commissioners to respond effectively and efficiently to queries from Operational and clinical teams as appropriate</li> <li>• Supporting the commissioner to deliver innovative solutions to meet the assessed need of individual citizens.</li> </ul>
<b>Statutory responsibilities</b>	All commissioned services that relate to the delivery of legislative requirements for children, families and adults.
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• Comprehensive understanding of the commissioning cycle and how to apply it in working practice.</li> <li>• Sound experience of using research and evidenced based data to generate commissioning priorities and identify gaps in provision.</li> <li>• Developing needs assessment.</li> <li>• Coproduction techniques and engagement processes that impact on commissioning priorities, including working with users with experiences.</li> <li>• Experience of delivering projects.</li> <li>• Experience of working in a political environment, such as a Local Authority.</li> <li>• Experience of interpreting data.</li> </ul>
<b>Specific qualifications/and registration</b>	<p>Relevant professional or academic qualification desirable. Where there is no formal qualification, will have gained the same level of knowledge and understanding through practice.</p> <p>Project management qualifications desirable.</p>

<b>Budget responsibility</b>	No direct budget responsibility.
<b>FTE responsibility (line management)</b>	None
<b>Key stakeholder relationships</b>	Key partner relationship management with a range of stakeholders both internally and externally.

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

## Our Values - The Warwickshire DNA



### Our Behaviours

