

Lead Commissioner (Tier 4)

Directorate/Group:	Resources – Governance & Policy
Accountable to:	Corporate Strategy and Commissioning Manager
Accountable for:	Commissioning areas: <ul style="list-style-type: none">• Customer• Business support• Performance• Risk• Change• Data/Intelligence <p>Areas covered by x2 roles, with flexibility built in to meet demand</p>
Politically restricted post	No
Commissioning teams:	N/a

Context

Leading on the commissioning of a number of high profile and business critical services, you will inject strategic capability and thinking to the way we work, playing a critical part in developing the organisation's strategic core.

Developing positive working relationships with colleagues from across the council and our partners, you will be proactive member of the newly created Corporate Policy and Commissioning Service.

The ability to join up, influence and coordinate effort from multiple parts of the organisation will be key. You will work closely and in partnership with other Commissioners, as well as Delivery Leads for the relevant services, to deliver our organisational outcomes.

You will support the Corporate Strategy and Commissioning Manager in achieving our organisational vision and outcomes. You will manage your team of commissioning resources to deliver on your commissioning plan and its objectives.

You will develop and maintain good working relationships with a range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment (example)

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Delivery responsibilities	Commissioning areas (across 2 roles): <ul style="list-style-type: none"> • Customer • Business support • Performance • Risk • Change • Data/Intelligence
Key business measures	To be developed on appointment
Specific experience	<ul style="list-style-type: none"> • Comprehensive understanding of commissioning services within an internal and/or external environment • Experience of the commissioning cycle and evidence of service review and redesign. • Experience and/or understanding of the services relevant to the role and of the associated service design and delivery requirements • Significant experience of strategy development and execution • Sound knowledge of maximising and managing interdependencies across a diverse organisations • Knowledge of relevant developments in the public sector • Experience of managing people and/or working in a matrix management environment • Evidence and experience of interpreting complex data into comprehensive and accessible formats. • Experience of working with complexity and having a solution oriented approach to manage risk appropriately. • Evidence and experience of leading successful change programmes.
Specific qualifications/and registration	<ul style="list-style-type: none"> • Degree level qualification or equivalent • Project and programme management (desirable)
Budget responsibility	External and internal budgets as specified by Commissioning and Strategy Manager.
FTE responsibility (line management)	<p>1 fte</p> <p>Additional matrix management of staff, resource and effort will be required.</p>

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Key stakeholder relationships	<ul style="list-style-type: none">• Professional relationship development with Leader or Deputy Leader of the Council, Cabinet Members and any other political post holders as required.• Professional partner relationship management with Delivery Manager colleagues, Senior Commissioning colleagues and any other internal stakeholders as required.• Key partner relationship management at local, regional and national level.• Relevant Policy leads
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Generic capabilities of the role

Generic Capability	Descriptor
Strategic thinking & planning	<ul style="list-style-type: none">• Identification of business requirements against demand for the service(s)• Formulating short term (1 year) strategies and plans to meet demand for the service(s)• Use of insight, best practice and research to inform commissioning intentions and key business measures

- Contribute to the commissioning intentions, key business managers and plans based on demand for the short term (1 year)
- Develop the 1 year delivery plan in conjunction with the delivery teams
- Contribute to the development of policies
- Ensure that insight, best practices, market research and trends are considered in the commissioning intentions.

Generic Capability	Descriptor
Innovation & change	<ul style="list-style-type: none">• Focus on new ideas, improvement and innovation• Problem solver

- Undertake periodic review(s) of commissioning intentions, outcomes and key business measures to identify areas of improvement
- Support the development of options appraisals to assess the most suitable means of delivering the commissioning intentions
- Ensure the right provider is commissioned to achieve our objectives through a mixed economy of internal and external suppliers.
- Work in collaboration with the Operational Managers and Commissioning Support Unit, to put in place frameworks to monitor and manage quality performance of commissioned services.

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Generic Capability	Descriptor
Finance & commercial	<ul style="list-style-type: none">• Effective budget setting and monitoring• Contract negotiation and commercial partnership management• Quality monitoring and measurement• Oversight of contract set up, establishment and ongoing monitoring

- Manage budgets in line with commissioning outcomes, including commercial and trading targets
- Take action where the performance of providers is unsatisfactory
- Ensure compliance to the specific statutory, compliance, contract, practice and performance frameworks
- Support the Delivery Manager in contract set up, establishment and management
- Manage the decommissioning of contracts where applicable

Generic Capability	Descriptor
Influence & relationship management	<ul style="list-style-type: none">• Relationship development and management with key stakeholders, delivery leads and senior management• Influence and shapes local, regional and national agendas• Champions collaborative working Internal and external)• Ensure quality of service delivery and realisation of outcomes.

- Support the development of key partnerships (internal and external)
- Support the shaping and influencing of the provisions and delivery quality
- Support the co-production of commissioning strategies and intentions with key stakeholder groups
- Support any required consultation activities

Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none">• Workforce development• Workforce planning

- Recruit and ensure effective on-boarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team

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- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none">• Monitors the service performance framework• Ensure best use of resources• Ensure effective service design• Oversight of budget

- Plan, task, deploy and co-ordinate resources to meet changing commissioning needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none">• Deals with performance issues• Maintains business continuity• Role model of how we work principles

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

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



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours

V1.0

*service = service, team, functions

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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

