

Job Description

Job Title	Head of Service - Strategic Commissioning
Directorate	Adult Care and Health
Service Area	Strategic Commissioning
Grade	13
Competency Level	3
Salary	£75,869 - £81,317
Job Type	Hybrid
Location	Citywide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	A8875

Job Purpose

Working with the Strategic Director for Commissioning and other members of the directorate management team to drive and implement the fast-paced transformation of the Adult Social Care and Health services to deliver better outcomes for people, improved value for money, and a sustainable high quality Adult Social Care system for the people of Liverpool, in line with our strategic priorities set out in the Adult social Care Strategy.

This team will lead in developing and facilitating strategic commissioning approaches across the external social care market (and internal Council market as required) to support people with eligible care needs. It will provide skilled interpretation of key data sources (including commercial data) and lead strategic commissioning of a wide range of services that provide best value for the Council. It will lead on the commissioning and procurement of care services from key sectors within the care market such as care homes, supported living, day support and domiciliary care. This will include responsibility for strategic and commercial market shaping to ensure care market capacity, sustainability and improvement. The team will also lead on the development of specifications (informed by co-production) that support excellent outcomes by enabling people to self-direct their support to live their best, most independent life for as long as possible. It will also provide expert guidance on the development and delivery of key performance outcomes to measure the impact of commissioned services and interventions.

Directly Responsible For:

The Head of Service (Strategic Commissioning) will take responsibility of a small team of senior managers, responsible for undertaking activity aligned to the strategic responsibilities of Strategic Commissioning.

To note, the post holder may also be required to support other managers within the service, as required, and under the direction of the Director of Strategic Commissioning.

Directly Responsible To:

Director for Strategic Commissioning

Main Areas of Responsibility:

- Delivering an innovative Adult Social Care Commissioning approach to support the transformation programme, ensuring the delivery of better outcomes for people, improved value for money, and a sustainable high quality Adult Social Care system
- Delivering the directorates plan for Commissioning outcome-based services to support people across the population. This will require leading on the commissioning of new services and the reviewing of existing services in line with the transformational approach
- To inform the Commissioning process through the expert use of data sources from within the Council (utilising Power BI) and external to the Council such as data from the ICB and other sources
- To be expert in the Commercial and logistical understanding of the Care Market and utilising the understanding of the market to inform the delivery of outcome-based specifications and tendering approaches
- Leading on the development of specifications that are outcome based and take into account the experience of people and Carers that are performance robust and deliver quality services
- This will require the expert ability, experience and knowledge to co-produce the services in line with the Co-Production Strategy developed with the Head of Service (Prevention and Early Intervention), other Organisations and People
- To lead on the procurement of services aligned to the delivery of the Commissioning Strategy and the transformational approach of the department with corporate colleagues
- To be mindful of the importance of social value in the delivery of contract specifications and the management of procurements
- To work with Procurement to have a rolling approach to the delivery of procurements in line with the contracts register and to be line with the

corporate contract rules, delegated responsibilities and finance thresholds for direct awards

- Leading on the strategic development of a suite of policies for Adult Social Care (such as Charging, Continuing Health Care and others) working with the whole directorate to keep these current and oversee implementation. Working with corporate colleagues around how these policies relate to and align with the Council plan and other Council policies, as well as national social care policy
- To provide expert advice, guidance, and management to support the delivery of the strategic commissioning programme, ensuring that all activities are run effectively and in line with professional standards of programme and change management. Working with colleagues from our corporate transformation team to ensure appropriate governance and assurance is maintained across the programme
- To plan, direct and control allocated project resources in order to ensure that designated projects continue to deliver flexible and effective services and to sustain a team and working environment capable of meeting the project objectives
- To frequently encounter and read documentation from adult service areas that is upsetting/sensitive in nature, as it assists as a reference in decision making in relevant areas of work
- Accountable for the tracking of Programme level related risks across the Council with appropriate escalation and facilitation of risk and assurance sessions with senior leaders to understand potential issues, seek mitigations and provide successful delivery of services
- To provide robust cost management for the Council including the delivery of cashable savings and efficiencies to enable the Council to achieve budgetary targets on external expenditure

- To provide strategic leadership for continuous service improvement that embraces corporate priorities and initiatives, including through the professional development of teams and staff
- To identify future changes in legislation and best practice and using this intelligence to drive innovation
- To develop and maintain positive relationships with health, housing and social care providers, ICB and Council staff, carers and advocates and elected Members
- To deputise and provide operational cover for the Director of Strategic Commissioning, as required, and directed by the Corporate Director of Adult Care and Health

Supervision and Management Responsibility:

This post will provide strategic leadership and management to a small team of commissioning specialists. The Head of Service will be required to facilitate these specialisms and:

- Create a culture and environment of innovation, integration and creativity to empower communities, service providers, wider stakeholders and other commissioners to generate new solutions and ideas
- Monitor performance, performance management of teams and individuals, including programme management within work packages assigned on task finish basis
- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

- Recognises achievements and provide constructive feedback and guidance to encourage development and work-based learning, ensuring staff take responsibility for their own learning

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This is a hybrid role and expects that working from home practices follow the Council's Health and Safety Policy and Procedure together with the Agile Flexible Working policy
- The role may require visits to other locations and sites and the postholder will be expected to follow the necessary Health and Safety Policy and Procedure

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
Commitment to managing people well and in line with the Council's People Plan
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
Business continuity, emergency planning and risk management
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- Participation in the tactical/out of hours rota.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **3**.



[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Graduate level qualification or equivalent experience. (A)
- Relevant professional, procurement or commissioning qualification or equivalent relevant experience (A)
- Working towards a management qualification (A)
- Evidence of continuous learning (A)

Desirable

- Project or programme management qualification



- Management qualification

Experience

Essential

- Significant experience of successfully managing a strategic service, including; people, budgets and performance (A/I)
- Experience of delivering high quality planning, commissioning, and improvement processes to drive change, innovation and excellence in social care commissioning in line with national and local priorities (A/I)
- Experience of effective partnership working and stakeholder management, to obtain desired outcomes for customers (A/I)
- Significant experience of leading the development and delivery of policies and strategies (A/I)
- Proven experience of Programme Management, liaising with managers and staff at all levels (A/I)

Desirable

- Coaching skills
- Mentoring
- Ability to identify knowledge in a team and devise strategies for retaining, managing and sharing that knowledge

Skills/Abilities

Essential

- Highly developed organisational skills (A/I)

- Excellent communication skills with the ability to express views clearly orally and in writing, to prepare reports and briefing notes for presentation to Project Groups, at Programme level, to Senior Managers or elected members (A/I)
- Providing excellent operational and strategic leadership of the adults commissioning service ensuring the required outputs and outcomes are achieved in line with the council's vision, goals and objectives (A/I)
- Proven ability in managing projects, other managers and staff to achieve agreed outputs, within budget, including benefit realisation. (A/I)
- Demonstrable ability to analyse and evaluate complex information from a range of sources in order to form judgements and make decisions (A/I)

Desirable

- Evidence of developing cultural change, within a professionally driven public sector organisation

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at enhanced level