

Job Description

Job Title	Strategic Commissioning Manager – Care Market
Directorate	Adult Care and Health
Service Area	Commissioning
Grade	9
Competency Level	2
Salary	£48,474 - £53,577
Job Type	Hybrid
Location	Citywide
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A8879

Job Purpose

Working directly with the Senior Strategic Commissioning Managers and other members of the directorate management team to drive and implement the fast-paced transformation of the Adult 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 Strategic Commissioning Manager – Care Market will also take responsibility as required, for aligned coordinators (as agreed by the head of strategic commissioning) responsible for undertaking activity linked to strategic commissioning, Quality Assurance and prevention and early intervention.

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:

Senior Strategic Commissioning Manager – Care Market

Main Areas of Responsibility:

- Supporting the delivery of our ambitious 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.
- Hold and effectively manage a complex and varied Commissioning Portfolio of service provision with appropriate supervision, guidance and support, reflecting the function of the Strategic Commissioning Team – Care Market and Adult Social Care in accordance with policy, procedures, guidance and legislation.
- Providing the operational Commissioning delivery of the directorates plan for Commissioning outcome-based services to support people across Adults.
- Supporting the Senior Strategic Commissioning Managers in the development and delivery of a number of strategies such as the Commissioning Plan and the Market Position Statement.
- Supporting the operational delivery of the strategic outcome underpinned by co-production, choice and control.
- 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 the relevant areas of work.
- To support the delivery of commissioned services to meet strategic outcomes, within financial resources available. Managing the operational delivery of the co-production strategy for the Adult Social Care department that includes people, carers and providers to support the Commissioning of services.
- To support as appropriate in the delivery (with the ICB) of the Better Care Fund Plan and the partnerships required to manage its outcomes.

- To use analytical skills to support the Commissioning process through the use of data sources from within the Council (utilising Powerbi) and external to the Council such as data from the ICB and other sources (for example - Landscape).
- To use Commercial and logistical information linked to the Care Market and to support the delivery of specifications and tendering approaches.
- Deliver, with guidance from the Senior Strategic Commissioning Managers, a range 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 experience and knowledge to co-produce the services in line with the co-production strategy developed with Head of Service (Prevention & Early Intervention).
- To plan relevant responses to meet strategic Commissioning needs in collaboration with carers, advocates and representatives in consultation with health and other agencies.
- To support the procurement of services aligned to the delivery of the Commissioning Strategy and the transformational approach of the directorate with corporate colleagues.
- To be mindful of the importance of social value in the delivery of contract specifications and the management of procurements.
- Deliver specifications for services in line with the appropriate legal frameworks linked to procurement and statutory principles.
- To work with Procurement to have a rolling approach to delivery of procurements in line with the contracts register and to be mindful of the corporate contract rules, delegated responsibilities and finance thresholds for direct awards.
- To assist the Senior Strategic Commissioning Managers to populate the Cabinet forward plan on matters relating to tendering activity that requires Member approval.

- Accountable for complex decision making and risk management in relation to the management of the Commissioning portfolio ensuring professional judgement, evidence-based tools, critical reflection and analysis to inform this.
- Communicate skilfully and confidently in complex or high-risk situations and escalate to senior management, as appropriate.
- Attend and represent the department at a range of multi-disciplinary forums and partnership forums.
- Undertake risk assessments, consult with the service user, their advocate and relevant professionals and ensure that the conclusions, recommendations and mitigation actions are recorded in a timely manner.
- Where necessary take ownership of problems that require the need to interpret policies to determine a viable solution and, develop new procedures or recommendations to changes to policy to avoid similar problems occurring in the future.
- Take the lead to strongly influence and negotiate – often over contentious issues- with a variety of external partners where failure to negotiate a fair agreement would impact on the level of service delivery that can be achieved.
- Take the lead on medium to long term projects and plans to implement new initiatives that are outlined in the wider strategies developed by the Head of Service.
- To develop and maintain positive relationships with health, housing and social care providers, ICB and Council staff, carers and advocates and elected Members.

Supervision and Management Responsibility:

This post will provide strategic leadership and management to a small team of commissioning specialists. The post holder 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.

Budget and Financial Responsibility:

- Cost centre duties to personally authorise expenditure.
- 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.

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 post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs.

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.
- 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.
- 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.

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 **2**.

[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 working towards) or equivalent experience (A)
- Working towards a relevant professional, procurement or commissioning qualification (A)
- Evidence of continuous learning (A)

Desirable

- Graduated with a relevant professional, procurement or commissioning qualification
- Project or programme management qualification
- Management qualification

Experience

Essential

- Experience of leading and managing staff (A,I)
- Experience in areas of commissioning, performance, procurement or contract management (A,I,P)
- Experience of working within council service areas or health settings in adult services or children's services or experience working within health sector providers (A,I)

- Experience of building and maintaining productive relationships including stakeholders and partners and developing co-produced strategic outcomes (A,I)

Desirable

- Experience of carrying out consultative customer exercises
- Experience of using management information, quantitative and qualitative for both performance monitoring and reporting

Skills/Abilities

Essential

- Well-developed negotiation and engagement skills (A,I)
- Ability to make logical and rational decisions in a timely manner and communicate them clearly (A,I)

Desirable

- Well-developed written, presentation and report writing skills, using effective language to convey convincing ideas and arguments and the ability to simplify technical and complex information
- Ability to build, inspire and motivate teams

Commitment

Desirable

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