

Head of Commissioning

JE Code: JE0076



Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council

Service	Commissioning
Reports to:	Group Head of Commissioning
Job Family	Strategic Leadership
Grade:	M
Political restricted	Y
Date:	February 2021
JE Code:	JE0076

Key Deliverables

1.	Develop and implement with the Group Head joint strategies that lead to the continued development of partnership working and a clear integrated approach to commissioning for health, social care (adults and young people), wellbeing and housing related services.
2.	Oversee the work of commissioners in securing services. This will involve ensuring: suitable needs analysis takes place; outcome focussed specifications are developed; and review processes are in place.
3.	Provide expert advice and timely reports to senior managers, elected members and NHS colleagues
4.	Manage the process to ensure the appropriate level of financial, contract and administrative support including information and other requirements are available to effectively commission services
5.	To lead and manage the commissioning of specific complex projects
6.	To work closely with colleagues to ensure the transformation of social care (adults and young people) and housing related services is a key aspect of the this commissioning role
7.	To develop networks across the health, social care (adults and young people), housing and wellbeing economy at both a local and regional level.

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs

Essential Requirements (key skills & qualifications)

1.	A clear understanding of the relevant legal, commercial, political, operational and social community aspects of a similar diverse and complex environment. Previous senior experience of being a lead professional within an authority or similar environment.
2.	Able to demonstrate experience of commissioning and contracting for high quality social care, health and/or housing related services

3.	Practical evidence of developing and maintaining good working relationships with a range of customers/stakeholders, developing a positive personal and organisational profile and building partnerships
4.	Track record of leading change in a complex organisational environment, leadership and development of teams.
5.	Demonstrable commitment to equality and diversity issues in both service provision and employment practices
6.	Be educated to degree-level or have equivalent experience in a relevant subject, and able to evidence continuous professional development.
7.	Experience of successfully managing budgets
8.	Experience and delivery of strategic planning and service delivery, including statutory obligations within local or central government or private sector, with a demonstrable and proven record of achievement
9.	Experience of developing and implementing planning, commissioning and performance frameworks in a multi-disciplinary and partnership environment.

Job Family

Strategic Leadership
Grade M



Colleagues Expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

The essential characteristic is that role has responsibility for the planning and development of the Council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

Role Characteristics

The role reports to a Group Head is responsible for the development and implementation of strategy relating to several services within that Group.

The role carries significant responsibilities for finance and a range of other non-financial assets.

Job holders make autonomous decisions and lead the management of change throughout their area of influence within the Group.

The Knowledge and skills required

Job holders require advanced theoretical knowledge to make appropriate judgements and decisions at this level. In addition, job holders will maintain ongoing professional development and have a thorough understanding of external legislative and societal change, as well as a deep understanding of the Councils operational structures which both support and depend upon the job holder's actions and advice. The role requires a professional expert, providing expert leadership across a number of services areas.

Thinking, Planning and Communication

Job holders will use their professional expertise to deal with highly complex, pressing issues This is a key role in the delivery of preventative and statutory services which demands a professional approach to leadership and guidance to a group of managers. The role will

deliver a wide range of complex and diverse services, in partnership with health where appropriate, for a rapidly rising population with increasingly complex care needs.

Key relationships with the NHS are essential and the use of influencing skills, together with an ability to clearly articulate an ambition for continuous service improvements. The ability to understand and work within the ever-changing climate and environment within public service organisations is critical. The role holder will demonstrate visible leadership, direction, and drive not only across the services they are responsible for but in the wider health and social care economy.

To be fully accountable for the effective planning, organising, delivery and continuous improvement and efficiency of the service area, its resources and allocated budgets, through service delivery, efficiency and improvement plans as required. Services must be driven by quality and customer focus and be determined by the needs of the people and different communities of the borough.

The information exchanged will be routinely complex, contentious in nature and/or highly significant to the Council's reputation. The role will have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the Council's position in response to opposing opinion in a formal or informal setting.

Decision Making and Innovation

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to the Group Head of Commissioning and will devise and implement strategic plans and policy in relation to several service areas.

Areas of responsibility

The post holder will work with statutory and non-statutory providers including local authority, primary care, carers and users, voluntary and community sector. Close working will also be undertaken across corporate departments both with the Council and the Clinical Commissioning Group.

The post holder will be responsible for delivering the following requirements:

- Needs mapping, analysis and forecasting
- Reviews of existing services
- Redesign of services where appropriate
- Promoting the development of new services to meet identified needs
- De-commissioning of services which are no longer required

- Market analysis and facilitation of suitable supply of services to meet identified needs

Roles will focus on the needs of external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of directorate level policy and functional procedures.

In addition, the role has a very high level of responsibility for finance (very substantial budget management).

The post holder has accountability for a commissioning budget spend of approximately £45m.

Responsibility is via commissioned work, contract monitoring and contract management. The post holder ensures that resources management and financial management are central to decision making. Services are delivered efficiently and effectively, ensuring there are sufficient available to discharge statutory functions in line with published priorities, performance standards and budget requirements.

These budgets are subject to unpredictable demand patterns and costs and therefore a high level of skill is required in both forecasting in-year and in the setting of the medium-term financial plan for social care.

Job holders will have full line management responsibility over several service areas, each with their own full management structure and featuring highly diverse specialties and employee profiles.

The role requires the post holder to give clear management direction to a workforce of approximately 24 colleagues and will have five direct report managers.

The post holder is required to work with the Senior Leadership team and Corporate Leadership across the council and senior leaders across the NHS and other strategic partners in MK.

This role requires building strong working relationships with both health and social care, HR, finance and commissioning to ensure that the service works within the agreed budgets and agreed policies and procedures

Impacts and Demands

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Job holders will not be required to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders at this level will find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.

