

POST TITLE	COMMISSIONING AND CONTRACTS OFFICER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	COMMISSIONING AND CONTRACTS MANAGER
NUMBER OF POST HOLDERS	TBC
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

Responsible for proactively managing contract performance, financial monitoring and evaluation of a range of commissioned services and contracts, with contracts to the value of £260million

Deliver projects to develop strategies, commissioning plans, procurement and contracting for a range of services across Housing and Homelessness.

Liaise with provider organisations / contractors to determine service specifications and targets, and identify and solve problems and implement strategies for addressing performance. Promote successful delivery and best value practice through effective contract management in a politically sensitive environment.

Provide support, guidance and advice to contract managers across the Housing and Homelessness service for contracts managed within services to ensure they are managing contracts effectively and complying with their responsibilities under the Council's Contract Management procedures.

Lead on partnership working with other Council services to ensure smooth transitions for service users such as referrals and joint outcome reporting.

Lead on developing successful partnership working with the third sector.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Project manage the delivery of effective and innovative approaches to meet the Council's statutory obligations and ensure business continuity for both the Council and commissioned services. This is achieved through service development and the procurement of new services / contracts.
- Take lead responsibility for ensuring providers fully understand their contractual obligations and manage the contractual responsibilities and relationships. Consult with service users stakeholders and providers to determine outcomes that meet service user's needs and ensure these are achievable and key performance indicators are met.
- Project manage the development of strategies and commissioning plans to meet strategic and committee deadlines.
- Prepare committee reports to recommend decisions, propose options, outline risks, and highlight financial implications for elected members' approval.
- Deliver contract savings whilst maintaining an appropriate balance between quality and cost. This must include maintaining a supportive relationship with providers and maximising the use of services

- Ensure commissioned services are accessible and that appropriate measures are in place to ensure people have access to other services for additional support needs where appropriate.
- Responsible for quality checking to monitor the budget management position for contracts and commissioned services and ensure its accuracy.
- Required to engage with a wide range of internal and external stakeholders and encourage timely contributions in line with contractual obligations, Legislation and Regulations.
- Deputise for Commissioning and Contract Manager where appropriate.
- Develop and implement contract management processes that ensure risks are considered, KPIs and standards of high performance are achieved and maintained and that Community Benefits are delivered effectively in accordance with the contract and Council requirements
- Ensure annual assurance checks and contract health checks with suppliers are carried out on all Frameworks and contracted work and that prompt payment reviews are undertaken on a regular basis.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Take the lead to develop innovative approaches to the commissioning of services to meet the financial and strategic aims of the Council.
- Initiate system and process design work to deliver business solutions including generating, analysing, and reporting on complex data to develop innovative and efficient approaches to contract management..
- Take the lead in contract reviews of commissioned services and make recommendations on the following: service/provider/contract performance, funding, and procurement options.
- Strategic development of services within a reducing budget. This includes consideration of political and equality rights issues relating to local government.
- Ability to read, understand, apply and communicate all aspects of contract conditions with stakeholders.
- Identify and challenge areas of underperformance and contract compliance issues. Collaborate to design and implement performance improvement plans to achieve contractual and performance requirements.
- Ensure creative solutions are developed to meet the changing needs of service users to offer a more holistic approach to support.
- Develop strategic solutions to the delivery of services to address a range of needs and to seek ways to improve the effectiveness and efficiency of providers.
- Reduce future demand by preventing problems arising or dealing with them early on. Bringing public, third and private sector partners together to deliver shared outcomes and continually improve services.
- Developing best practise and pioneering new service delivery through co-production and payments by outcomes approach. This involves collaborative consultation with service providers, stakeholders and service users to produce specifications outlining future services.
- Lead Project Manager for work streams and other service areas as appropriate within a portfolio of services.
- Initiate meetings with commissioned service managers and contract providers where appropriate to monitor service activity and performance, challenging areas of underperformance and receive feedback on work stream successes.
- Develop and sustain effective working relationships with service managers and other staff as required. Encourage positive behaviours or resolve conflict on

interpretation of contracts or financial issues to achieve the strategic aims of the council.

- Represent the Council to discuss and negotiate with Chief Executives and Financial Managers of commissioned services, to review changes to funding to secure best value for money for the Council. This may include efficiency savings, service restructuring, service improvement and expansion / reduction.
- Ensure that complex contractual arrangements and payments by outcomes to various stakeholders is conveyed in a straightforward and understandable manner, and that stakeholders understand this information to ensure contract compliance.
- Lead on partnership working with other Council services directly affected by changes to service provision to ensure a Council wide approach in support of service users and to ensure a smooth transition between providers or Council service areas.
- Contribute to the regulation of services by working in partnership with the Care Inspectorate in the inspection of commissioned services.
- Make decisions by analysing, interpreting and reporting on performance and financial information and recommend appropriate actions to maximise performance whilst maintaining constructive business relationships.
- Take initiative to manage own workload, prioritise effectively and report back through line management supervision. . Adapt communications and processes to cover a wide range of services including visiting, accommodation, and preventative support.
- Liaise with and advise service managers to meet objectives and ensure contract compliance.
- Recommend procurement options for new service provision.
- Propose, design, and implement procedures and processes to improve the effectiveness and efficiency of the team.
- Make decisions and problem solve with commissioned services and partners promoting excellent service delivery. Identify early warnings of performance issues, utilising key performance indicators reported on a monthly basis at contract management meetings. Where improvement has not been evidenced, implement improvement plans, notices of concern and suspension in line with the contract conditions.
- Provide accurate analysis of services' performance and financial data to authorise payments and resolve any issues in commissioned services. These decisions must ensure contract compliance, minimise disruption for vulnerable people and protect the reputation of the Council.
- Lead on enhanced contract monitoring by auditing and analysing the monitoring / payment system and approve access to confidential records for services. This includes quality checking complex service data to ensure double funding is prevented and payments are accurate.
- Educated to Degree level or equivalent or alternatively demonstrable experience in commissioning, homelessness or a related area.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Responsible for assigned work stream and required to be flexible in managing competing priorities and balancing workloads. Organise and attend internal and external meetings to advise on progress, resolve issues or to present and communicate complex information. Respond to short notice requests for information and data analysis.
- Although the post may be exposed to some adverse working conditions, these will be predominantly within the range of normal office based activities.

- Service user's volatile behaviour and abusive situations may be discussed at monitoring or other meetings.
- Management of complex situations with providers, which may include discussions on service funding, staff reductions, underperformance, and client case management.
- Handle sensitive and confidential data regarding contracts, procurement options and service user information.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post holder will also have matrix management responsibilities for specific commissioning projects which include directing the work of small teams (about 10 -12 people) of internal and external colleagues and stakeholders.

RESOURCES

Ensure monitoring reports are submitted within pre-defined deadlines. Quality check and evaluate information provided to ensure accuracy, in order to monitor the budget management position.

Responsible for the maintenance and accurate updating of confidential contractual and personal data that informs strategy and contract compliance.

Responsible for managing contracts with values of in excess of £50m

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).