Role profile

**Commissioning Officer**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Commissioning & Contracts |
| **Reports to** | Commissioning Service Manager/Deputy Head of Commissioning |
| **Job family** | Professional and Technical |
| **Grade**  | H |
| **Political restricted?** | N |
| **DBS required?** | Y – basic  |
| **Date**  | May 2025 |
| **JE Code** | JE2460 |

Key deliverables

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| **1** | Lead commissioning activity, service development and quality assurance of services within the agreed portfolio, which contribute to improved outcomes for people living in Milton Keynes. |
| **2** | Drive service development, ensuring contract performance is optimised and delivers equitable outcomes across Milton Keynes. This will involve supporting partners in monitoring and managing a range of social care, health and other contracts, and be evidenced through robust, outcome-based service specifications and contracts that deliver value for money. |
| **3** | Ensure that all commissioning activity is informed by accurate data and information reflecting the priorities set out in key strategic documents and plans. This will be evidenced through the effective use of needs analysis and financial data. |
| **4** | Develop and maintain strong and effective relationships with key stakeholders including the statutory, voluntary, and independent sectors, service users and their families, ensuring that there are effective mechanisms in place for the engagement and participation of key partners in the commissioning process. This will include developing straightforward ways for service users and their families to engage in ways that are meaningful and effective. |
| **5** | In partnership with the relevant Heads of Service and Commissioning Service Managers, develop and maintain a vibrant and sustainable provider market for the agreed portfolio of services by undertaking robust market testing and engagement. |
| **6** | Support all partners to understand the implications of relevant national policy and guidance and its impact on commissioning objectives. |

*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 city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Level 5 Commissioning for Wellbeing qualification or equivalent demonstrable Social Care or Health Commissioning experience. |
| **2** | Experience of commissioning evidence-based services that are outcomes focused, sensitive to locally identified needs, are deliverable within the local resource and provide value for money. This will include designing service specifications and negotiating and agreeing service level agreements with providers, ensuring that services contribute towards the overarching aims of relevant commissioning strategies. |
| **3** | Experience in managing the development of service improvement plans to address underperformance and taking responsibility for reconfiguration, realignment and decommissioning of services to achieve improved outcomes as required. |
| **4** | Skilled in communicating complex information to a wide range of audiences, many of which will be contentious. This will include preparing and presenting reports for a range of stakeholders, and challenging and influencing the practice of significant numbers of people, with clear links to commissioning strategies. |
| **5** | Proven expertise in interpreting relevant national policy and strategy into local intent and determining local delivery by a range of partners and agencies. |
| **6** | Demonstrable ability to work effectively in partnership with local authority partners (including Public Health), Integrated Care Boards and other healthcare providers, the voluntary and independent sectors and people and their families. |
| **7** | Able to project manage the delivery of programmes of work and balance multiple and sometimes competing priorities. |

Job family

**Professional and Technical (Grade H)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city 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
 | **Manager 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
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Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles will have many day-to-day professional, technical and management issues to deal with but must also take a longer-term view of the service sector they support, assessing its changing needs and demands and making significant contributions to resource planning. This will see job holders dealing with serious issues without recourse to managers and making autonomous decisions based upon their specialist knowledge and dedicated experience.

**The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on the job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs at this level will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams’ composition, approach and operating procedures in accordance with wider service goals mandated by service management.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams’ detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of city council services, finance or other major asset(s).

**Impacts and 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.

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

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.