



Service Manager - Commissioning

JE Code: JE2471

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Adults, Children’s and Housing Commissioning |
| **Reports to:** | Head of Commissioning |
| **Job Family:** | Professional & Technical |
| **Grade:** | K |
| **Political restricted:** | N |
| **Date:** | December 2022 |

**Key Deliverables**

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| **1.** | The post holder will lead on strategy development and implementation across adult, children’s and housing services; contract and data monitoring, change management and redesign programmes; integration of services and partnership working. |
| **2.** | Implement strategies over the medium and long term that leads to the continued development of partnership working and a clear integrated approach to commissioning for health, social care and wellbeing. |
| **3.** | Lead on the stimulation and development of provider markets to promote a wide range of choice of services and activities, including non-traditional providers, for example user-led organisations, peer support networks to ensure plurality of provision Oversee, lead and manage the work of commissioners in securing services. This will involve ensuring suitable needs analysis takes place; outcome focussed specifications are developed; robust monitoring and review processes are in place. |
| **4.** | Provide expert advice and timely reports to senior managers, elected members and the Integrated Care Board. |
| **5.** | To work closely with colleagues to ensure the transformation of Health and Social Care is a key aspect of commissioning. To develop networks across the health, social care and wellbeing economy at both a local and regional level. |
| **6.** | To work with the Head of Commissioning and deputise as required to ensure that the appropriate services are commissioned to enable providers to meet local and national targets. This includes supporting senior and locality colleagues to ensure adherence to, and delivery of, targets across the whole health & care community. |
| **7.** | To involve service users, the public and partner organisations in developing, considering and making decisions on any proposals that would have a significant impact on service delivery. |
| **8.** | Contribute and lead on performance improvement, taking a lead for identified areas where agreed. |
| **9.** | Provide coordination of and participate in relevant internal and external working groups and provide project advice, expertise and support where requested. |
| **10.** | Ensure a high standard of management across the service, including completion of 1:1s, reflective practice case management discussions, peer learning events and team meetings. Working with colleagues to ensure delivery of appropriate training and monitor and address performance issues. Manage complex HR issues ensuring matters are resolved in accordance with policies. |
| **11.** | The post holder will work with statutory and non-statutory providers including local authority, primary care, carers and users, voluntary and independent sector. Close working will also be undertaken across corporate departments both with the Council and the ICS. |
| **12.** | The post holder will have delegated spending authority and will be responsible for monitoring the commissioning budget and raising any concerns with the Head of Commissioning. Commissioned services are of a value in excess of £54m. |
| **13.** | Manage and monitor service budgets to ensure that financial targets are met, forecasts are accurate, and systems are in place to identify pressure areas and respond appropriately. To promote commissioning as a key component of multi-disciplinary and integrated working in order to drive new ways of working and identify and achieve efficiencies and or savings. |
| **14.** | Provide specialist advice on health and social care policy and strategy to high level boards of senior officers and elected members in the Council, NHS and BLMK. |

*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)**

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| **1.** | A relevant commissioning or equivalent degree qualification and experience within the specialist area. A recognised management qualification or equivalent and able to evidence continuous professional development. |
| **2.** | Experience of strategic planning and service delivery with demonstrable and proven record of achievement in same. |
| **3.** | Specialist knowledge across range of procedures, underpinned by theory knowledge of commissioning or project management procedures, acquired through degree or equivalent experience and training, plus further management or specialist knowledge to post graduate diploma level equivalent or significant and up to date experience working at the same level. |
| **4.** | Demonstrated experience of co-ordinating projects in complex and challenging environments. |
| **5.** | Detailed understanding of the legislative frameworks and statutory requirements relating to commissioning services and the technical knowledge of the requirements of health and social care services. Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders, developing a positive personal and organisational profile and building partnerships. |
| **6.** | Excellent analytical skills, ability to interpret data and devise action plans based on results, and ability to influence and negotiate at a strategic level. |
| **7.** | Exchanging orally and in writing complex and contentious information with a range of audiences, including non- specialists.  Communicates on complex health and social care issues including research within different communities. |





Job Family

Professional/Technical

Grade K

