Role profile

**Head of Commissioning**

**Our values:**

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

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| **Service** | Commissioning |
| **Reports to** | Assistant Director of Commissioning |
| **Job family** | Strategic Leadership |
| **Grade** | M |
| **Political restricted?** | Yes - Sensitive |
| **DBS required?** | No |
| **Date** | December 2024 |
| **JE Code** | JE0076 |

Key deliverables

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| **1** | Develop and implement with the Assistant Director of Commissioning, 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 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 city council wide needs*

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

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| **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)**

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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 |

The essential characteristic of strategic leadership jobs is that they bear responsibility for the planning and development of the city council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

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 job holders report to a Group Head or Director and are responsible for the development and implementation of strategy relating to several services within that group.

Role carry 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 city council’s operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing expert leadership across a number of services.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across a range of services. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service’s composition, approach and operating procedures in accordance with wider goals mandated by group management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the city council’s reputation. Job holders 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 city 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 a Group Head or Director and will devise and implement strategic plans and policy in relation to several service areas.

**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.

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, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

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.

**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.

At this level, 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.