

**Manchester City Council
Role Profile**

**Centralised Placement Team Manager, Grade 10
Commissioning, Contracts & Placement Service, Children’s & Education
Services
Reports to: Joint Strategic Commissioning Manager
Job Family: Commissioning and Commercial**

**Key Role Descriptors:**

* The role holder will provide advice, consultancy support and professional expertise to managers within and across directorates to ensure the organisation is able to meet strategic objectives
* The role holder will directly advise on and manage complex and sensitive issues as identified by a range of organisational stakeholders to deliver effective advice and pragmatic solutions which incorporate best practice and legal requirements.
* The role-holder will ensure that services provided represent best value and are delivered in an efficient and effective manner.

**Key Role Accountabilities:**

Provide leadership to resource planning, procurement and commissioning in order to deliver a cost-effective and efficient service. This may be through contract management and service commissioning, or through the management of a business unit.

Accountable for all aspects of contract or service agreements, taking a lead on strategic reviews where required to ensure that commissioned services are fit for purpose.

Ensure effective commercial performance management, building capacity within the service to maintain continuous improvement against key performance indicators and service level agreements.

Support and provide expert advice to stakeholders within the organisation to ensure commercial processes and strategies are in place to manage their service requirements.

Ensure appropriate systems are in place for contract review, and consult stakeholders regarding service development and direction.

Contribute to the delivery of high quality analysis of the current market and the impact of potential changes and work with stakeholders to ensure a stable core of efficient, effective providers and a market which is developed to meet future need.



A strong and clear advocate for the organisation’s ***m people*** approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**



**Role Portfolio:**

The Commissioning, Contracts & Placement Service is a responsible for commissioning a range of services to meet the needs of Manchester’s children and young people, the service has a key role in ensuring all commissioned services achieve value you money and are high quality. The Placement Team is responsible for securing placements for children via internal and external placement providers.

The Commissioning & Contract Team Manager will lead and manage the Commissioning & Contracts Team to drive and deliver high quality commissioning and contract management activity which achieves value for money. The Team Manager will build strong partner and provider relationships to develop solutions to the challenges and opportunities Manchester offers. The Team Manager will work in partnership with the Children’s Placement Team, Team Manager to shape the provider market to be responsive to the needs of Manchester’s children and young people.

Key Responsibilities include:

* Ensure Centralised placement team is managed to a high standard through strong management oversight and support
* To work in partnership with providers, external market and stakeholders from across the City to develop sustainable contracted services meet that the needs of Manchester’s children and young people
* Builds relationships with key operational stakeholders in order to inform and improve management of contracts (e.g. social work feedback on providers)
* Oversight of provider and contract relationship, delegating to team where appropriate, including: contracts and provider meetings; contract performance analysis; feedback from social workers and wider stakeholders to inform view on performance; change control; business continuity planning for supplier failure; and contract administration
* Establishes processes for collating and presenting commissioning

performance information (e.g. for performance clinics)

* Feeds back on performance, priorities for improvement and best practice with the aim of informing future service design.



**Commissioning & Contracts Team Manager – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We work together and trust each other
* We’re proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and aren't afraid to try new things.
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Planning & Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required. Excellent prioritisation skills, evidenced by targets setting for self and others to meet demanding timescales.
* **Problem Solving & Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework
* **Commissioning Skills:** Ability to use the skills and knowledge of partners to inform commissioning intentions in a wide area of activity.
* **Financial Management:** Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances.
* **Commercial Skills:** Demonstrates sound business intelligence and ability to identify commercially viable opportunities and secure value for money in service delivery. Ability to monitor supplier performance and, collect performance data and investigate and resolve issues.
* **People Management:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

**Technical requirements (Role Specific)**



* Required to work between 9am - 6pm on a rota basis.