**Manchester City Council**

**Role Profile**

**Commissioning Manager, Grade 10**

**Adult Social Care Commissioning and Contracting, Manchester Local Care Organisation**

**Reports to: Head of Commissioning**

**Job Family: Commissioning and Commercial**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust, and Manchester Primary Care Partnership) to integrate, plan, and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

As a subject matter expert, the role holder will oversee the design, development and implementation of frameworks which enable the operation of an effective commissioning or commercial service and support their contribution to the achievement of strategic and operational objectives.

The roleholder will work closely with key stakeholders to develop effective partnerships, linkages and coordinated working with other Council Services and key agencies to ensure that teams contribute to the development and delivery of area-based priorities.

The roleholder will ensure that services, systems, and procedures provided by the commissioning service are robust and fully aligned to and supportive of the aims and objectives of the Council.

**Key Role Accountabilities:**

Through close working relationships with stakeholders, support the development of effective commissioning and commercial services, policies, and strategies by taking a lead for their area of work.

Work collaboratively across the Council to provide specialist advice, information, support, and challenge to client services which supports and promotes their priorities as well as safeguarding the organisation and progresses corporate objectives.

Support negotiations to commission services, ensuring that the tendering and contracting processes run effectively and that contracted services meet the needs of customers.

Provide specialist advice and guidance to colleagues across the organisation, accounting for factors and elements beyond their direct control and area of specialism to support a whole council approach to decision making.

Use robust and effective analysis of information to inform strategic objectives in relation to the assigned service area, ensuring that advice to Council services and providers is in line with current legislation and organisational direction.

Effectively monitor and evaluate service delivery to ensure that performance targets are met and review strategies and procedures as appropriate, aligning them with customer demand and feedback to continually enhance the commissioning service.

Ensure adequate monitoring and evaluation systems are in place and used to monitor outcomes and impacts on a regular basis, considering stakeholder perspectives and local/national audit frameworks, including effective monitoring, and forecasting of appropriate budgets.

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 roleholder 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 role holder will have experience of working within adult social care, to drive forward the commissioning of services for adults of working age with mental health support needs.

They will have a strong passion to better integrate Health and Social Care Services through the co-design, commissioning, and procurement of services. Working within the framework of “Our Manchester”, the role holder will ensure that citizens, providers, and care staff are all involved in service design and improvement.

The role holder will employ and develop a range of techniques to ensure new services and service changes meet the needs of citizens, are deliverable by providers and meet our aspirations as an organisation. All developments must demonstrate value for money.

Integrating health and social care services across our systems and partnerships requires the role holder to adopt an outward facing approach with the ability develop and maintain sustainable partnerships. The role holder will be an advocate for community services, influencing service design with partners to ensure the wider determinants of health, prevention, early intervention, and a population place-based approach are robustly represented to achieve sustainable citizen outcomes.

Mental Health, Care Act statutory functions are delegated for delivery to an NHS Provider. The role holder will foster and maintain positive working relationships to ensure Care Act functions and duties are delivered in accordance with the Section 75 Partnership Agreement and the NHS Contract for mental health services. The role holder will provide oversight of this agreement and operate within established governance procedures to take any corrective actions or make improvement recommendations.

The role holder will be required to work flexibly in line with the needs of the service, gaining a broad knowledge service areas such as (but not exclusively) Mental Health, Learning Disability, Autism and Older People, with the opportunity to develop deeper knowledge of a specific area or areas where required.

Using data effectively to inform the development of services is a key part of this role. The role holder will need to develop strong relationships with colleagues in business Intelligence, research, and performance and more broadly across the system, while also creating local systems to support evidenced informed commissioning decisions and plans.

Commissioning Managers will support and, in some instances, lead a broader range of Adult Social Care improvement initiatives based on the needs of the commissioning service. In addition to their core commissioning responsibilities, they will work flexibly via matrix management, to deliver distinct social care priorities within relevant programmes.

Commissioning Managers will manage staff either directly or as part of matrix management arrangements.

**Key Competencies and Technical Requirements**

**Our Manchester Behaviours**

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

**General Skills**

* **Project Management:** Proven ability in developing complex project schedules that clearly defines the timeline required to achieve the required outcomes, with expertise in identifying and monitoring complicated interdependencies, identifying, and managing the critical path and utilising the schedule in budget forecasting and planning future resource requirements.
* **Strategic Thinking:** Evidence of thinking cross-functionally and cross-organisationally, beyond one’s own professional areas of specialism is important as is the ability to conceptualise new, collaborative ways of achieving shared goals.
* **Planning and Organising:** Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
* **Communication Skills:** Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. Ability to harness the full commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.
* **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.
* **Financial Management:** Excellent financial planning skills to develop short-, medium- and long-term financial plans with an ability to budget proactively with large, high-risk, or volatile elements being identified and cross-referenced to operational activity.
* **Commissioning Skills:** Ability to advise and develop local partner commissioning capabilities where there will be a direct impact on joint commissioning goals.

**Technical Requirements (Role Specific)**

* Knowledge and significant understanding of commissioning services.
* Detailed knowledge and understanding of Manchester Local Care Organisation responsibilities, including the needs of residents.
* Willingness to consent to and apply for an enhanced DBS check.
* A level of understanding of the needs of residents experiencing of difficulties, health and social inequalities in the city and the Council’s responsibilities in meeting these needs