



**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**JOB DESCRIPTION**

**Post Title:** Commissioning Manager

**Grade:** ME16

**Division/Section:** Community and Housing  
Commissioning

**Location:** Civic Centre

**Responsible to:** Head of Commissioning & Market Development  
**Responsible for:** Commissioning Officer x 2, Market Shaping and Sufficiency,  
project staff (various)

**Post number:**

**Date:** June 2019

## **MAIN PURPOSE**

1. Working to the Head of Service the post holder is responsible for the commissioning portfolio across Adult Social Care markets. Supporting the department to deliver its statutory functions under the Care Act of ensuring a sufficient supply of high quality, diverse care and support services to borough residents.
2. The role manages the delivery of commissioning activity across the cycle of analysis, planning, delivery and review. It provides strong leadership and effective management to a portfolio of cross-functional commissioned services with a collective value in excess of £43m.
3. To develop and manage the departmental processes for evidence based decision-making leading to the procurement of services, including the co-ordination of business cases, options appraisals and service specifications and provision of technical advice/guidance.
4. To have a strategic understanding of the operating environments across adult social care and health. To provide greater synergy and alignment of commissioning intentions and activity across the local system.
5. To provide leadership and management capacity to the Head of Service and support the commissioning and market shaping functions of the department.

6. To develop the talent within your team, including management development for the benefit of the whole organisation
7. To support the integration of health and social care as per the Social Care Green Paper, the NHS 10 year forward plan and to consider best use of local resources, across organisations, in all commissioning plans and activities.
8. Ensure that commissioned services safeguard those who are or might be vulnerable. take an active role in developing strategic partnerships with service users, carers, care & support providers, in the independent and voluntary sectors.
9. To lead on the development of closer organisational links with other departments, agencies and partners including Health and private businesses to develop and promote effective service delivery and ensure value for money

## **2. MAIN DUTIES AND RESPONSIBILITIES**

- Maintain strong and collaborative relationships with key stakeholders. These will include service users and carer, internal and external council departments, provider services, health care commissioners including practice-based commissioners, and independent and voluntary organisations
- Lead on the delivery of the Market Position Statement(s), annual commissioning plans and procurement planning. Support the Assistant Director to develop a strategic commissioning plan with a 3-5 year horizon, leading n specific client groups or areas of commissioned services spend.
- Lead on the delivery of specific commissioning projects. Produce specifications and business cases for the commissioning and de-commissioning of services. To deliver all commissioning activity, managing the entire commissioning life cycle from strategic needs analysis, planning to implementation of services within the agreed budget and look at opportunities for income generation, making recommendations to Head of Service as appropriate
- Support the development of high quality information and advice in respect of the Councils statutory duties and in the context of the Merton all services digital hub initiative.
- Develop and co-ordinate a market engagement and development programme, including leading regular provider forums. Lead on negotiations of price, fee setting and quality standards with providers on behalf of the council and, where appropriate, partners such as the CCG.
- Operate in a manner that promotes equality of opportunity and collaborative working
- Lead the development of services, including new models of care and support for people with social care needs for the Merton population in order to meet key outcomes and targets. Lead to identify and initiate on projects related to Commissioning, savings and income generation. Effectively manage agreed budgets, including grant funding within financial limits
- Operate within a robust planning and modelling framework within which the activity and financial impacts of changes can be modelled. These changes can include demographic demand, changing eligibility criteria, or service redesign
- Provide Leadership to the team, enabling members to embrace and move forward with changes in a positive, enthusiastic and effective way. Represent the department at relevant seminars, interdisciplinary and strategic meetings. represent LBM at key local and national meetings where appropriate
- Develop and implement quality standards and procedures to commissioning activity, driving robust performance improvements and changes to system, processes and procedures as required.

- Manage and develop Commissioning staff in accordance with the Authority's performance management scheme including regular supervision, individual performance targets and yearly appraisals
- Lead on producing statistical management information and data, reporting to members, directors, and senior management, government departments and other outside agencies.
- Ensure any relevant new national directives/policies from the Department of Health are adequately planned for and implemented.
- Undertake such other duties as may be required by, or on behalf of the Service Manager, that are commensurate with the responsibilities of the post.
- Be aware of and understand the Council's Equal Opportunities Policy and ensure that at all times the duties of the post are carried out in accordance with the policy.
- Ensure that corporate and departmental health and safety policies are followed, and to raise any concerns in this area with the line manager.

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**PERSON SPECIFICATION**

**POST TITLE: Commissioning Manager**

**Grade: ME16**

**Date: June 2019**

**Qualifications and Education**

1. Educated to a higher level (degree level qualification or equivalent) or relevant experience
2. Evidence of continuing professional and/or technical development.
3. Relevant commissioning related qualification or training (desirable)

**Skills**

1. Outcomes focused and solution-oriented
2. Knowledge of contract legislation (including UK & EU Public Sector procurement law) and procedures within a public sector environment (preferably social care)
3. Knowledge of the adult social care and community sectors required
4. Exhibits confidence and leadership, can show evidence of engaging and influencing key stakeholders externally and internally
5. Delivers excellent service design and coproduces solutions with colleagues and clients
6. Can lead in ambiguous situations, demonstrates resilience, readily adapts to change and exhibits personal growth

## Knowledge and Experience

1. Significant experience of successfully delivering commissioning functions within public sector partnership settings delivering tangible improvements to service outcomes;
2. Excellent understanding of the policy and strategic framework for health and social care, including a strong focus on adults;
3. Significant experience of developing and delivering successful and complex projects or services in partnership with other agencies;
4. Experience of working within a politically driven organisation producing reports for elected member decision making
5. A track record of successfully leading and managing complex cross-functional projects and programmes to time and on budget
6. Experience of working in a managerial role in a large and complex organisation
7. Evidenced knowledge of key issues and considerations in relation to commissioning, procurement, contracting and transformation activity within the service and relevant policy and legislation.
8. Evidenced excellent influencing and negotiation skills to drive and manage change and deliver strategic priorities
9. Evidenced innovative and imaginative approach and the ability to identify new and credible options for service development
10. Proven experience of evidence based commissioning, applying strong analytical skills and lateral thinking to develop commissioning strategies, plans and service solutions
11. Excellent interpersonal skills with the ability to establish positive working relationships with staff at all levels, corporate colleagues, external organisations etc to generate confidence, trust and respect
12. Evidenced excellent commercial skills and business acumen
13. Evidence of successfully managing and mitigating risks including those of a service, commercial, financial procurement and political nature

## Other Considerations

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.