

Job Description and Person Specification

Commissioning Manager

Job Details	
Grade	G9
Service	Adult Commissioning
Location	Friargate / Home

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>We want to ensure that all adults with care and support needs, and carers, in Coventry can live as independently, safe, and well as possible and have real choice and control over the care they receive. The post holder will lead on ensuring sustainable and good quality social care markets to support this, with particular focus on support to people in the community.</p> <p>The role will include leading on planning, engagement, developing and commissioning services that meet the required outcomes for people, their relatives and carers.</p>

Main Duties & Key Accountabilities

1. Leading and project managing a range of initiatives, initiating and planning the process. Which helps shape a sustainable good quality social care market.
2. Use insight and understanding from people with lived experience to shape future commissioning priorities. Champion inclusive commissioning by ensuring services reflect the needs of Coventry's diverse communities. Proactively engage with individuals from all backgrounds to inform and influence commissioning decisions.
3. Ensuring robust processes in responding to concerns regarding quality of services and contract compliance issues. Managing market failure ensuring continuity of support for people who receive services.
4. Working in close partnership with people who receive services, carers and stakeholders to ensure their input into the future commissioning and decommissioning of services.
5. Working cooperatively with colleagues across the Coventry and Warwickshire sub-region to ensure greater standardisation and sufficiency of care. Ensuring consideration of place-based differences. Leading on specific commissioning initiatives across the subregion as delegated by the Head of Service.
6. Working with operational teams, brokerage, procurement and other City Council services (for example Public Health and Housing) and system partners ensuring a One Coventry Approach in the design of services.
7. Leading on providing technical advice, support and guidance in respect of contracts. This will include devising and implementing flexible and robust contractual arrangements with a range of providers.
8. Leading on commissioning, procurement and contracting processes ensuring consistency across Adult Social Care. In line with the Care Act, Procurement legislative, statutory requirements and the principles of Best Value.
9. Leading on the range of Human Resource Management activities including, recruitment, selection and investigations. Managing performance and development for a team of Contracts Officers and administrative staff and to take responsibility for self-development.
10. Working pro-actively with Voluntary Sector providers developing effective working relationships. Managing care and support markets to ensure a robust, flexible and sustainable economy of social care and support.

11. Leading on the development of service strategies and implementing these, including bidding for funds to support service developments. Developing market management plans, which promote high quality services delivering culturally and socially appropriate services.
12. Leading on developing, negotiating and awarding contracts and service level agreements that comply with the City Councils policies and relevant legislative requirements.
13. Liaising with Legal Services, Procurement and Auditors to ensure contractual probity and robustness.
14. Developing and designing services which are outcome-based. Including writing of service specifications and tender documentation.
15. Establishing and continuously improving quality assurance systems that ensure best value. Ensuring services are delivered that meet these requirements and professionally manage areas of contractual non-compliance. This also includes decommissioning of services and managing contract termination where appropriate.
16. Providing senior managers, Members and other relevant stakeholders with information to enable them to make informed decisions regarding the development and improvement of services.
17. Preparing of reports as required, attend and chair if necessary, working parties, committees and other internal or external meetings as appropriate. To provide support and lead where required in the preparation, management and monitoring of budgets.
18. To act as a member of the Adult Social Care Commissioning function, supporting the overall management of the team and deputising for the Service Manager or Head of Service where appropriate.
19. To occasionally lead on tasks directly delegated by and reporting directly back to the Director of Adult Services (DASS)
20. Managing appropriate budgets, monitoring to ensure financial targets are met and financial systems are within the requirements of the City Council's standing orders and authorise payments as appropriate.
21. Leading on negotiations and communications with Providers relating to fees and contractual terms and conditions.

22. Leading to ensure contract compliance across all Social Care and support and Health related contracts through effective communication with Contract Officers, Operational staff and other internal and external agencies.
23. Ensuring that contract processes, systems and documentation are regularly reviewed and continuously improved in line with legislation and best practice.
24. Keeping abreast of, and advise on, the implications of national and policy initiatives; ensuring familiarity with legislation, research and specialist advice and use this information to help inform and develop services.
25. Serving as designated officer, leading the investigation in relation to the representation and complaints procedure and disciplinarys
26. Contributing to City Council performance management requirements including the production and monitoring of performance plans at a service and team level.
27. Promoting and ensuring compliance with City Council policies and procedures.
28. Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External: Coventry and Warwickshire Integrated Commissioning Board UHCW One Coventry Integrated Teams Warwickshire County Council West Midlands ADASS External Providers Skills for Care		Internal: Social work and therapy operational teams Procurement Performance Legal Internal Provider Services Public Health Housing & Homelessness Coventry Safeguarding Adults Board	

Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

Contracts Officers, Commissioning Officers, Administrative Staff and Graduate Placements.

Person Specification

Requirements

Knowledge	Commissioning and procurement of services and the principles of market management and contractual processes, tendering, commissioning monitoring, review and evaluation of contract compliance, Including decommissioning and the legal process for contract termination.
Knowledge	Expert knowledge in community support services including home support and understanding of care homes, supported living and housing with care market
Knowledge	Of the policy and modernisation agenda for Health and Social Care and of commissioning and procurement in a multicultural environment and factors influencing independent and community and voluntary sector partners as they develop and deliver services.

Skills And Ability	Engaging with stakeholders, in a range of consultative processes and managing of meetings. Working co-operatively and diplomatically with a range of internal and external partners within Coventry and the wider subregion
Skills And Ability	Managing and leading a range of staff, using management interventions to improve performance.
Skills And Ability	The ability to communicate clearly and effectively, both orally and in writing, with a range of stakeholders including service providers, users, carers/relatives and elected members. Able to produce clear, concise reports and written communication and analyse a range of service and performance information.
Skills And Ability	Highly developed negotiating skills.
Skills And Ability	Ability to work under pressure, flexibly and sensitively to achieve specified objectives.
Skills And Ability	Ability to influence service development in services for which the post holder has no direct management accountability.
Skills And Ability	Financial and service planning. Ability to identify, mitigate and manage financial risks.
Skills And Ability	Ability to work with external colleagues to jointly commission and procure services which meet health and social care needs.
Experience	In driving service modernisation and continuous improvement. Ensuring sustainability of social care markets and managing provider failure. Successfully managing change in service delivery to achieve improved outcomes.
Experience	In writing contracts, tendering services, monitoring, review and evaluation of contract compliance.
Experience	Policy analysis, development and implementation and managing complex projects.

Qualification	<p>Degree in Health and/or Social Care or NVQ Level 4. Alternatively, 3 years minimum experience in a field related to the post.</p> <p>Management qualification or at least 3 years' experience in a management role and managing teams.</p>
Special Requirements	<p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A DBS check will be required prior to appointment.</p>

Declaration			
Reviewed/Created By:	<p>Created November 2020 by Jon Reading</p> <p>Last reviewed March 2025</p>		
Job Title:	Head of Commissioning and Quality	Date:	March 2025