

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Commissioning Officer - SEND
- Post Number: P25662
- Grade and SCP: Band 12
- Directorate: All age commissioning

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the People's Commissioning Team within the Joint Commissioning, Contracts, Market Management and Quality Assurance service area, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The People's Commissioning, Contracts, Market Management and Quality Assurance Service is responsible for the commissioning, delivery and management of key strategic contracts across the directorate. The commissioning service operates through an all-age model, with work managed across the Start Well, Live Well and Age Well portfolios and strong interaction and joint working across the whole life-cycle.



Overview of your role

As a SEND Commissioning Officer, you will lead commissioning activity across a range of Special educational needs and disabilities services, using childrens voice, data, stakeholder insight and evidence of need to inform decision-making. Working closely with education, health and social care partners, you will develop service specifications, lead commissioning projects, support market development, and help shape innovative solutions that improve choice, quality and sufficiency. This is an opportunity to make a real difference by influencing how services are designed, delivered and improved as part of Shropshire's ongoing SEND transformation journey

As a member of the Commissioning Team, you will play a key role in delivering the transformation programme in line with the Council's vision, values and strategic objectives. You will support the development of services, improve process efficiency and outcomes, and apply a consistent approach to commissioning, sourcing and contract management. Working closely with the Commissioning Manager, colleagues, project groups, people who use services, carers and other stakeholders, you will help commission high-quality, best-value services and ensure co-production is central to agreed commissioning outcomes.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Commissioning Manager, who is in turn responsible for your health and safety, training and development.
- line managing staff as required.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- supporting the Commissioning Manager, as required, to commission, procure and contract manage services to deliver agreed outcomes.
- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate



induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- This is an outline of the competencies, principal duties and responsibilities required for the post holder. The role may change from time to time to strengthen skills and experience and meet service needs. Individual guidance will be provided through supervision and performance review.
- Manage and review the performance of internal and external provider services in accordance with quality monitoring systems, liaising with internal colleagues, external partners and other organisations as appropriate.
- Manage the procurement of services for individual or group contracts, from producing service specifications through tender evaluation, contract award notification and transition to a new provider, where appropriate, while maintaining suitable documentation.
- Work on and oversee commissioning projects and programmes as required.
- Engage with providers to maintain quality standards and gather accurate, timely market intelligence.
- Build relationships and develop and communicate best practice across providers to improve service quality, including through regular meetings.
- Engage and involve people who use services, carers and staff in service redesign, including customer feedback activity, ensuring co-production is at the heart of the commissioning approach.
- Support providers to develop action plans where required to minimise the risk of provider failure and, if failure occurs, support the relevant service manager in fulfilling the Council's statutory obligations.
- Line manage staff as required.
- Lead or support the development of strategies and policies, as required.
- Help shape services to meet current and future needs through research, analysis and service development.
- Respond to requests for information, including Freedom of Information requests, and investigate complaints where appropriate.
- Provide advice and information about service providers to colleagues, people who use services and carers.
- Advise and support operational staff on commissioning and performance matters.
- Provide management information and produce briefing reports.
- Attend local and regional meetings as appropriate and work in partnership with health partners as required.
- Follow Council processes and protocols relating to information security, information sharing, GDPR, confidentiality, data protection and information management.



- Ensure provider services comply with safeguarding requirements, GDPR and other relevant legislation.
- Ensure internal and external customers receive a consistently high-quality service in line with Shropshire Council standards.
- Promote safe systems of work in line with the Directorate's health, safety and welfare policies and procedures.
- Undertake training necessary to fulfil the duties and responsibilities of the post.
- Undertake other duties and responsibilities commensurate with the grade and nature of the post.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- You will undertake all relevant training requirements specific to the role, including formal Hearing and Investigating Officer training relating to disciplinary and grievance policies and procedures.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.



This is a hybrid role. Your primary office base will be Shirehall, alongside regular home working arrangements.

Your post is subject to the following:

- The post is Permanent, for 37 hours per week,
- Normal office hours are 7am - 7pm Monday - Friday and 8am - 1pm Saturday with a minimum lunch break of 30 minutes. Occasional evening work may be required,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to three months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

