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Role Profile

The **Commissioning Alliance** delivers projects and services across social care, education and housing for local authorities in London and beyond. We are hosted and employed by Ealing Council as part of the West London Alliance.

Job Title:	Children's Services Contract Manager	Grade: 11	Spinal column point range:
Department:	Commissioning Alliance (CA) (formerly WLA)	Post no:	34924
Directorate:	Chief Executives	Location:	WFH / Ealing / London

Role reports to:	Children's Services Senior Contract Manager
Direct Reports:	None
Indirect Reports:	Interim staff, consultants as and when required, CA apprentices.
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check. **(Delete if not applicable)**

PURPOSE OF ROLE:

- The role of Children's Services Contract Manager is to support the CA's partnership working and collaboration in strategic contract management for fifteen Local Authorities delivering Children's Services. This sits within the New Ways of Working Programme, aimed at making the member authority services the most effective, efficient and innovative in London and beyond.
- You will support collaboration in Strategic Contract Management, Procurement and Market Management in Independent Non-Maintained Special School



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Provision, Independent Fostering Agencies, Residential Children's Homes and Semi-Independent Accommodation for Care Leavers.

- You will work on a range of children's sub-regional contract management, commercial and procurement projects ensuring that they are delivered on time, on budget and as per expectations of CA member LA's.
- You will advise on the development of the CA's IT platform CarePlace in order to facilitate the operation of strategic contract management approaches in London and local councils.
- You will bring experience in strategic contract management and performance management of providers, working to develop the market and the quality to the benefit of LA's and providers. You will be able to get to the root of problems and quickly establish credible solutions bringing all stakeholders with you to deliver tangible change and innovation.
- You will contribute to successful strategies for contract performance management, supplier engagement, market management & development, and commercial negotiations by building lasting relationships with suppliers and continuing a long established a culture of co-production in London and associated county councils.
- Participate in sub-regional tenders for services and where required implement contracts post procurement.

KEY ACCOUNTABILITIES:

- Undertake projects and activity for sub-regional contract performance management and market management in the areas of Children's Social Care Placements and Independent Non-Maintained Special School Provision. This will include liaison with Local Authorities, to ensure that agreed service priorities are fully incorporated into strategic plans, commissioning frameworks, and business plans
- Support the management of placement category markets by undertaking relationship management with suppliers as part of coordinated programme of wider market development to drive up quality, stimulate supply to address gaps in provision, increase competition amongst providers and ensure Best Value is delivered to member LA's.
- Support the operation of the CA's Strategic Contract Performance Strategy and use of the CA's IT Platform, CarePlace ensuring compliance from suppliers and LA's
- Collate and analyze contract performance management data, market trends and make recommendations to implement strategic change to improve the availability, range, quality and value for money of services



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- Undertake visits to supplier sites and chair contract management meetings
- Develop tender documents, contract performance management frameworks and other relevant documentation
- Ensure appropriate participation, consultation and co-production with children, young people and their families in contract management
- Contribute to a programme of regular provider engagement forums on behalf of CA LA's
- Undertake commercial negotiations with suppliers to deliver better terms and efficiency savings
- Keep up to date with national and local policy and planning guidance that impacts on Children's Social Care Placements Provision advising the Local Authorities of potential impact of changes
- Ensure that allocated services are designed, resourced, delivered and monitored effectively and with full buy in and ownership from all CA's and other relevant partners
- Contribute to the reporting on annual benefits realization.
- Inform the development of relevant systems, protocols, policies and practice to facilitate excellent service delivery.
- Presenting information and analysis, as required at the Regional meetings, boards and groups.

KEY PERFORMANCE INDICATORS:

- Improve quality of CA services for the most vulnerable through actively monitoring suppliers, relationship building and understanding the market to support placing LA's make informed decisions
- Maximise LA options through contract performance management processes and provider compliance with Contract Management Approach
- Ensure robust policies and procedures are developed and continuously improved to support Quality Assurance processes and
- Improve the level of cashable efficiencies, procurements which achieve saving and cost avoidance delivered by the CA
- Ability to look at complex data to inform and improve Quality Assurance and Commissioning activity.
- Establish borough satisfaction with the performance of the service, through improved and effective service delivery.
- Improve compliance with effective Contract Management techniques and relationship building.
- To develop understanding of the complex nature of the 16+ Semi Independent market and to support the development of the market to better meet the needs of our young people.



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KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- CA Senior Management team, Commissioning & Commercial Leads
- Senior Ops and Contract managers
- CA Contracts and Procurement Analyst and CA's technical support partner
- Staff within the CA member local authority/ boroughs
- Suppliers of children services to the CA
- Setting the Standard inspections team

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Managing multiple stakeholders in LA's and provider settings
- Advising on policy and strategy for Children's Services to 15 LA's
- Negotiations with suppliers of up to £2 Million
- Influence on sub-regional spend of £30 million per annum through contract management strategies

Person Specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check. **(Delete if not applicable).**

(NB: if you have more than 12 points in your person specification, please highlight those you wish applicants to address in their application with a **. We recommend a maximum of 10 if possible)

ESSENTIAL KNOWLEDGE

Key criteria – applicants need only address highlighted points, please give examples.

1. Experience in strategic commissioning and/or contract management in a Local Authority or health setting including in at least two or more of the following: strategy development, market management, procurement, contract negotiation or commercial-related activity.
2. Experience of designing, developing and delivering contract performance management frameworks and market engagement strategies to improve quality of service delivery
3. Experience of working in teams (including partnerships and joint working across multiple stakeholders) to achieve strategic goals and service improvements with evidence of success in achieving targets
4. Experience of successfully using a range of methods to influence and



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negotiate with suppliers and contractors and of successfully driving commercial benefits from the commissioning process

5. Understanding of the principles of contract performance management and quality assurance of services and how to apply them in a creative and practical way
6. Knowledge of the principles of effective quality assurance processes and an understanding of the importance of risk mitigation through effective QA processes
7. A specific knowledge of the Semi-Independent Care Leavers market, Residential Children's Home market, Independent Fostering Association market or Children's Social Care would be desirable but not essential.

SKILLS & ABILITIES:

8. Analytical abilities: able to assimilate and analyse information quickly identifying issues, priorities and solutions, using effective models to drive up performance
9. Excellent IT Skills and the use of all aspects of Microsoft Office Applications
10. Project management skills including the ability to successfully manage several tasks to a successful outcome
11. Able to build consensus amongst multiple stakeholders with differing agendas and priorities to deliver projects
12. Significant passion and drive to get the job done in often challenging circumstances and ability to provide energy and motivation which encourages commitment from a team
13. Excellent communication, negotiating and influencing skills (including outstanding presentation and report writing) for mixed audiences.
14. Strategic and logical thinker, able to respond and provide practical/creative solutions
15. Ability to effectively organize and chair meetings as required

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

- A relevant degree and/or equivalent professional experience.



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Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they'll do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards