



Role Profile

Job Title:	Customer Support Manager	Grade:	
Department:	Commissioning Alliance	Post no:	
Directorate:	Chief Executives	Location:	Ealing

Role reports to:	Business Change Manager
Direct Reports:	None
Indirect Reports:	Interim staff, consultants as and when required, subcontractors / delivery partners, CA Project Support Officers

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.

JOB DESCRIPTION

PURPOSE OF ROLE:

You will ensure the successful implementation of new ways of working, processes and projects across West London sub regional and newly engaged (national) Local Authorities. The role will require the successful engagement and management of multiple stakeholders across the current 18 Children's LA's, 13 Adults social care LA's and support change in Commissioning Alliance (CA) growth areas such as housing – 31 LA's.

Your role will be responsible for assisting on Change/implementation projects to successfully onboard new Local Authorities to the commissioning and procurement service as well as IT systems CarePlace (eBrokerage System) and Rapid (Quality Assurance Tool) in new and existing Local Authorities, as well as supporting change and project implementation on behalf of the Commissioning Alliance. The role will also be responsible for ongoing engagement and support of customers to ensure they get maximum value from the service. This is key to the CA retaining its customer base and to help grow it through positive experiences.

The role will require you to learn and understand local practices and processes relating to the CA service and IT platforms, recognise instances of best practice and how best to share and implement them into Authorities.

You will support the Change team with developing processes for use of on CarePlace, Rapid QA tool and other IT systems through feedback and engagement at an operational level. You will need to be comfortable with IT systems and to be able to demo them when appropriate.



You will be supporting the Change team with delivering a successful training function and developing the training material and offer that the CA provide to customers. You will need to have experience of training and development and be comfortable delivering training to multiple delegates either face to face or remotely.

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- **KEY ACCOUNTABILITIES:**
- To assist on Change projects with the implementation of change initiatives in challenging environments through excellent stakeholder management and engagement across multiple levels of seniority.
- To assist on the successful development of relationships with multiple stakeholders in both LA's and Service providers, ensuring a collaborative and partnering approach to change.
- Supporting the Authorities understanding of change and to help them implement the change programme appropriately with CA support.
- To assist on with implementations and successful onboarding of new Local Authorities into the commissioning and contract management service provided by CA.
- Review existing processes of Local Authorities, to support best practice change management and ensure the best chance of success to LA's joining the CA service offer.
- To assist on projects to maximising LA's and providers utilisation of CarePlace to gain maximum value of the IT and service functions.
- To support the Change Manager, deliver the annual change strategy and delivery programme ensuring service growth strategy and effective engagement.
- Support the contract management team engagement with care providers, understanding issues / feedback of the system and to translate the requirement into an ongoing development roadmap.
- Develop an in depth understanding of the way the CarePlace and Rapid QA tool function, in order to support the ongoing engagement of Local Authorities and to resolve any conflicts at an operational level.
- Independently develop recommendations to solve problems and issues related to change and to enable best practice sharing through the sub regional work.
- To support projects with change expertise and knowledge, ensuring that communication and change support are provided when needed.
- To utilise data to support and manage the case for change and provide insight and evidence to support change programmes through available data.
- Develop and deliver a training programme across Local Authority teams such as referral and negotiations training as well as developing a suite of additional training packages.
- To deliver training packages to support market development within provider markets across Social care and housing. Supporting the Change Manager with training and ensuring all training meets current legislative requirements, remains commercially viable and is consistently delivered to a high standard.
- Support governance and user group meetings, working with various stakeholders to ensure continuous improvement and change is being implemented to support Local Authorities operations.
- To proactively build relationships with operational managers and users to ensure the ongoing imbedding of change and to ensure a feedback loop from Local Authorities to



<p>the CA</p> <ul style="list-style-type: none">• Identify potential risks and actively minimise those risks through effective engagement and problem solving.• Develop and nurture innovative and creative solutions to change and engagement.• Ad hoc work, commensurate with the level of seniority • Lead on communications with partner LA's• Deliver data presentations to both internal and external partners• Onboarding of data into relevant systems and programmes
<ul style="list-style-type: none">•• KEY PERFORMANCE INDICATORS:• Highly engaged users of CarePlace and Rapid QA tool with improving levels of conformance to correct procedure and accuracy of inputs into the system.• Identify best practice processes in Local Authorities and share best practice to all Commissioning Alliance members.• Ensure the successful and effective onboarding of new provider and local authorities to systems and services.• Improving levels of engagement at all levels of seniority with the CarePlace system across providers and LA's in adults and children's markets.• The effective delivery of training packages to customers and to receive positive feedback from sessions to ensure continuous improvement is utilised to inform development of training packages.• Successful and ongoing development of the IT roadmap.• Successful delivery of projects particularly those requiring more significant change management.• To comply with the equalities and diversity policies.• To assist with the implementation of business processes to deliver regional joint and shared services
<ul style="list-style-type: none">•• KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):• Senior Managers and other key officers within the CA Membership (18 LA's Children's 13 LA's adults),• Local Authority officers, including commissioners, social workers, brokerage teams and contract officers.• Providers across Children's: IFA, Residential, SEN, SIL & Adults: HomeCare, residential, nursing, reablement etc• Setting the standards team (Housing)• Managers and staff of external providers.• Subcontractors / delivery partners• System developers
<ul style="list-style-type: none">•• AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):



- Leadership and coordination of middle management and operational staff across boroughs
- Management of internal and external stakeholders across multiple service categories
- Influence on IT development budget to ensure innovation and maximizing value for money

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.

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

- 1) Experience of Change management and change delivery at a multi-site or sub regional level.
- 2) Experience of designing, developing and implementing system lead solutions to deliver improved service outcomes.
- 3) Experience of working with multiple teams and stakeholders at various levels of seniority.
- 4) Experience of managing improvement projects at a multisite or sub regional level.
- 5) Experience of successfully using a range of methods to influence and negotiate with suppliers and contractors and successfully challenging and driving commercial benefits through the use of data and evidenced based approaches.
- 6) The ability to understand key challenges and identify ways to improve efficiencies quickly, through the use of techniques such as LEAN methodology and / or root cause analysis.
- 7) Can develop and deliver training, meeting targets and delivering successfully against key service delivery goals.
- 8) Good at interpreting complex data and experience in using data to inform quick and effective decision making.
- 9) Experience of service improvement with evidence of successful implementation of new practices through engagement and challenging assumptions / current process.
- 10) Use data to assist in delivering change programmes
- 11) Knowledge of project management and ability to deliver clear outcomes in projects

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

- Able to build consensus amongst multiple stakeholders with differing agendas and priorities to deliver enduring projects, programmes and partnerships
- Proven ability to provide excellent leadership, and motivation which encourages



commitment from various stakeholders in a challenging environment with multiple and conflicting priorities through promoting a positive, motivated organisational culture.

- Excellent communication, negotiating and influencing skills (including excellent presentation and report writing skills)
- Analytical abilities: able to assimilate and analyse information quickly identifying issues, priorities and solutions, using effective models to drive up performance.
- Strategic and logical thinker and decision maker, able to respond and provide practical/creative solutions
- Significant passion and drive to get the job done in often challenging circumstances
- Excellent IT Skills and in particular use of all aspects of Microsoft Office Applications
- Excellent and proven project management skills including the ability to successfully manage several tasks to a successful outcome
- Ability to chair meetings and manage projects as required
- Ability to use service improvement techniques such as LEAN methodology

Qualifications

Relevant diploma, degree and/or equivalent professional qualification in a relevant subject or equivalent level of relevant experience



Values & Behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making West London a better place • 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