

Role: Head of Integrated Commissioning & Procurement (Children, Families & Education) – LB Croydon and SWLondon ICB Croydon (CSRB/8c)

The Head of Integrated Commissioning & Procurement will lead the commissioning, transformation, and procurement of children's services (rated good by Ofsted), ensuring they support the Council and SWLondon ICB Croydon in achieving their strategic aims and objectives for children and young people. This will include social care, education and SEND, health and wellbeing, and Public Health.

This role will provide the highest standards of probity and professional excellence, to ensure the Council and ICB complies with the appropriate procurement regulations, whilst also driving innovation ensuring Croydon is at the forefront of commissioning practice and transformation nationally. This will include supporting the improvement to children's services and the scoping of an integrated children's health and social care model for the borough.

Reports to: Director of Commissioning Croydon Council and dotted line to Joint Director of Transformation and Commissioning in SWL ICB.

Responsibility for:

- Service planning, development & improvement
- Supporting social care & health integration and devolution
- Commissioning, procurement and contract management.
- Development of commercial approaches to service delivery
- Matrix line management of deployed resources

Job Purpose:

The Head of Integrated Commissioning & Procurement will ensure the effective delivery of Commissioning, Transformation, Procurement and Contract Management of children's services and Children's Health Transformation Programme in SWLondon ICB.

They will provide a high quality and strategic Business Partnering Support (C&P) to the Children, Families & Education Department Leadership Team and across Senior Management in the ICB.

The role will also play a key role in supporting the health and social care integration and joint funding protocols and processes, including delivering the outcomes set by the partners in Croydon. This is building on the award winning One Croydon, which is an alliance of health and social care providers working to integrate services for adults in Croydon.

The role will support reducing health inequalities through effective commissioning and improvement of service delivery. Transformation and Change Management will be key elements of the role, overseeing strategic developments across both health and care, to achieve best outcomes and impact in the system.

You will play a key role in the Departmental Leadership Teams as well as the divisional leadership teams in leading and delivering divisional objectives. Each member of the DLT will be responsible for the technical delivery of their roles and the corporate competencies, while living and promoting the corporate values through their day-to-day work.

Key Stakeholder Relationships:

Internal: (across both LB Croydon and SWLondon ICB) Divisional Leadership Team, Executive Directors, Directors and Heads of Service across departments, Corporate Leadership Team, Cabinet, Members, Commissioners

External: Government departments and agencies, Consultative groups, Local Gov representative groups, Partner organisations and suppliers, Members of the public and community groups, Professional bodies, Trade Unions, National and local press

Statutory Responsibilities:

This role has no assigned statutory responsibilities.

Political Restrictions:

This post is politically restricted and under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside the work.

Delegated Authority:

N/A

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.

Key Outcomes / Organisational

- We will live within our means, balance the books and provide value for money
- We will focus on providing the best quality core service we can afford.
- First and foremost, providing social care services that keep our most vulnerable

- To ensure we get full benefit from every pound we spend for our residents.

Areas of Responsibilities:

Departmental and Divisional

- Develop the talent within your team, including management development for the benefit of the whole organisation.
- Take individual responsibility for the overall performance of your team and, as a member of your management team, collective responsibility for the performance of the Division in delivering against agreed objectives and target outcomes within available allocated resources.
- Ensure clear team focus on improving customer satisfaction with services, and effective customer engagement.
- Ensure effective budget management
- Ensure that your team is knowledgeable about corporate and department developments and requirements through effective communication.
- To embed the new structure for the service, overseeing the setting and implementation of work plans for the team.

Strategic leadership

- To provide strategic business partner support for the Children, Families & Education Department Leadership Team, and Senior Management in the ICB, providing support on priority areas as required.
- To be the strategic lead for the Council and ICB on the commissioning and transformation of children's services, developing strong matrix working into the respective service departments and teams.
- To be accountable for the effective, value for money commissioning of services, ensuring tight financial control on commissioned spend within this area and support the delivery of the medium term financial strategy.
- To provide strategic leadership capacity to support the improvement and transformation programmes across the ICB and Council.

Commissioning

- To provide strategic commissioning support for the Children, Families & Education Department and Children's Health Services including the development of commissioning and procurement plans based upon the professional input of front-line services including the assessment of needs.
- To support innovation and the development of new models of delivery.

- To support the integration of health and social care for children's services, including developing further opportunities for joint and integrated commissioning.
- To develop joint commissioning opportunities including providing support to joint commissioning, including the Section 75 Board.
- To work within and promote the principles of the new operating model across the Council, ICB and the provider market, including implementing locality models and Neighborhood Health Management.

Procurement

- To oversee relevant frameworks and buying solutions for the Council and ICB.
- To develop and manage the process for the procurement of goods and services including the co-ordination of service specifications and provision and co-ordination of legal and technical advice/guidance.
- To develop and manage the tendering administration process including support to the selection of providers and partners.

Contract Management

- To lead on commercial and strategic contract management for all contracts within the relevant categories.
- To support the professionalisation of contract management at service level and ensuring services are delivered.
- To challenge the supplier and provider to innovate and drive efficiency.
- To support and lead supplier/provider negotiations.
- To oversee quality monitoring and improvements in the provider market.
- To lead provider concerns processes in conjunction with Safeguarding colleagues.

Specific Minimum Qualifications and Expertise

Essential knowledge:

- Excellent understanding of the policy and strategic framework for commissioning and procuring services, including best / excellent practice
- Knowledge of children services across health and care, including the relevant policy and legislation.
- Excellent understanding of the policy, strategic and regulatory framework for children's services
- Knowledge and understanding of the Councils Tender and Contract Regulations, the Public Contract Regulations and other relevant UK and EU legislation, and NHS regulations

Essential skills and abilities:

- Excellent leadership skills
- Evidence of ability to build and manage effective and resilient relationships inside and outside of the organisation
- Excellent negotiation skills with evidence of their effective use and application to achieve objectives
- Strong budget management, commercial skills and awareness
- Evidence of strong political awareness and sensitivity to stakeholder needs and priorities
- Demonstrable ability to work quickly and effectively under pressure to tight deadlines
- Ability to communicate complex ideas, concepts, issues and financial information clearly and simply both verbally and in writing
- Ability to form interpersonal relationships with a wide range of people quickly and easily
- Commitment to ensuring compliance with key procedures and financial control

Essential experience:

- Extensive experience leading commissioning, procurement and contract management of services for children
- Experience of sourcing, commissioning, managing third parties or insourcing service to take forward elements of delivery
- Significant experience of working in public sector partnership settings delivering tangible improvements to service outcomes
- Experience and/or knowledge of working within Health organisations and integrated working
- Significant experience of developing and delivering successful and complex projects or services in partnership with other agencies
- Experience of working within a politically driven organisation operating at a senior level with elected or board members
- Experience of providing wide ranging strategic support
- Track record of successfully managing budgets, financial and delivery risks to project, programme or service delivery

- Significant experience, and established track record of negotiating and influencing positive outcomes in a partnership and/or stakeholder management setting
- Experience of developing, implementing and reviewing successful governance and reporting structures which enable timely escalation of risks, issues and decisions as required
- Significant track record in executing team and individual performance effectively
- Proven ability identifying and managing risk
- Experience of embedding communication upwards, downwards and sideways within an organisation and externally to improve service delivery

Special conditions:

The postholder may be required to work occasional evenings and weekends, in order to meet service requirements.

Leadership Framework

Our leadership framework follows the principles of a competency framework and all of our leaders are expected to demonstrate these through their application process.

Developing Oneself – You demonstrate the values every day, you are passionate about the services you lead and deliver the vision and outcomes of Croydon Council. You are inspirational and engage others through personal leadership making the vision understandable to everyone.

Inspiring and Developing People – You identify talent and develop their capability to ensure a committed and motivated workforce, you create a culture based on the corporate values and ensure staff and stakeholders deliver a desired outcome.

Collaborating and Influencing for Results – You are challenging and innovative in your approach to driving high standards and value for money, you trust and respect staff and partners and empower them to be courageous to try new approaches.

Enabling and Facilitating the Community – You create effective collaboration between stakeholders, establish relationships and understand others perspectives. You are open and honest with others. You build a shared sense of purpose across Croydon, ensuring delivery and a collective use of resources

Corporate Values

Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority. You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:



One Team: To cross boundaries to work together towards shared goals with colleagues, partners and communities

- You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them. You use your contacts and colleagues to bring teams together.

Proud to Serve: We strive to always do our best for the community, getting the most from limited resources and using taxpayers' money wisely

- You are proud to be part of the wider Croydon and the contribution you and your teams make to it. You make a difference to people's lives through engagement and you strive to get the best possible value for money for customers.

Honest and Open: We work hard to build trust by treating everyone with honesty and integrity

- You think through who needs to understand what during communication; and take care to communicate detail clearly. You take people's views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively.

Taking Responsibility: We encourage and support each other to take responsibility and show what we can do, learning together and recognising each other's contributions

- You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions.

Valuing Diversity: We make the most of the many perspectives that make Croydon distinctive

- You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.

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