



Job Profile

July 2025

JOB TITLE:	Assistant Commissioner
GRADE:	SO2
POST NO:	Post specific
JOB TIER:	5 (Non management)
DBS CHECK:	Enhanced
DIRECTORATE:	Adult Social Care and Health
SERVICE:	Commissioning and Business Delivery
Reports to:	Senior Commissioner
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

The Assistant Commissioner will work closely with the Commissioners and Senior Commissioners to deliver a broad range of commissioning activities across all stages of the commissioning cycle ensuring high standard of professionalism and effectiveness to achieve the best outcomes for Hillingdon residents.

Under the guidance of the Senior Commissioner, the post-holder will lead on designated commissioning tasks and contribute to the delivery of high-quality services. The postholder will support the Commissioning Team to develop and implement contract management strategies for the designated portfolio that optimises performance of contracts in terms of cost, quality, delivery, and responsiveness - sharing best practice guidance with the wider Council. Working closely with Procurement colleagues the postholder will ensure that the contractual service is met and that the contractual obligations and arrangements are adhered by providers.

The postholder will embrace Digital Technology by utilising digital tools to improve service delivery and resident engagement with the commissioning cycle.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Promote Health and Wellbeing by strengthening early intervention and prevention services to improve health outcomes for residents.
- Promote Independence by ensuring residents have access to services that promote independence and wellbeing.
- Ensure Choice and Control by providing residents with information, advice, and guidance to make informed decisions about their care and support.
- Build and maintain strong, collaborative relationships with all stakeholders to ensure the best outcomes for individuals, their families, and carers through effective communication and coordinated support.
- Place the experiences and perspectives of service users and their families at the heart of the work being undertaken, incorporating co-production and community engagement where appropriate.
- Contribute to the delivery of the Adult Social Care and Health Plan principles.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction, training of peers and new employees. The postholder will be expected to play a lead role in the oversight of the delivery of externally provided services. Also, the expectation is that as a key officer in the team the postholder will provide support across the team to enable work programmes to link together to avoid silo working.

3. Operational Service Delivery

- Coordinate complex commissioning projects, ensuring effective communication and collaboration between commissioners, stakeholders, and partners to deliver strategic objectives and high-quality outcomes.
- Build expertise across all areas of the commissioning process and actively support its implementation.

- Collaborate with internal teams and external partners to provide commissioning-related assistance and advice.
- Under the guidance of the Senior Commissioner and Commissioner, lead commissioning projects by independently managing stakeholder engagement, overseeing data collection and analysis, and ensuring strategic decisions are informed by robust evidence to deliver successful outcomes across the full commissioning cycle.
- Take ownership of the preparation and completion of complex business cases and commissioning reports, ensuring strategic alignment, timely delivery, and proactive engagement with key stakeholders to secure their contributions.
- Apply established tools and frameworks or implementing agreed systems to monitor and report on performance, as directed.
- Ensure consistent, safe, and effective execution of commissioning activities, supporting the council's goal of delivering excellent services and value for money.
- Demonstrate the council's core values and behaviours in all aspects of work, maintaining high standards of personal effectiveness and compliance with organisational policies.
- Implement and maintain a risk-based contract management system across designated service areas or portfolios, ensuring robust compliance, quality assurance, and delivery of value for money.
- Take responsibility for preparing and analysing comprehensive contract data to produce annual reports that inform strategic contract management decisions and commissioner meetings.
- Prepare, co-ordinate and deliver the annual engagement plan for agreed list of providers.
- Manage the coordination of provider commissioning and contract monitoring meetings, ensuring accurate collation and in-depth analysis of data and service area feedback to inform discussions and decision-making.
- To facilitate and support consultations and partnership working with care and support providers and to work jointly with NHS and voluntary sector partners to promote integrated approaches to the delivery of care and support services.
- To be responsible for the preparation and analysis of information in relation to social care market areas as necessary, including review of external good practice and case studies.
- Assist with contract negotiations and discussions with providers regarding the operation of existing contracts, working collaboratively with the Council's procurement team.

- Engage directly with frontline staff to gain a deep understanding of service delivery challenges, current performance levels, and areas for improvement within both in-house and commissioned services.
- Maintain a strong focus on safeguarding, ensuring that vulnerable individuals receiving services are protected through robust contract oversight, timely challenge, and escalation to the council's Safeguarding Teams when necessary.
- Assist with the procurement process, including contributing to the development of service specifications, supporting tender evaluations, and helping manage transitional arrangements during service implementation. Ensure adherence to procurement law, safeguarding standards, and statutory duties.
- Collaborate with the Senior Commissioner and Commissioners to develop strategies and social care pathways, working together to promote and deliver cost-effective, high-value services.
- Assist with co-production with relevant stakeholders and service users in relation to proposed service changes or developments, assisting in gathering feedback and contributing to the preparation of reports.
- To support the Commissioning Team to develop and promote new initiatives aligned to commissioning intentions.
- Adhere to the requirements of the Data Protection Act and information governance.
- Support the Senior Commissioner in responding to complaints, Freedom of Information Requests, Members Enquiries, ensuring that corporate standards are met consistently.
- Shape and lead as required on policy development and contribute to borough-wide commissioning strategies.
- Monitor provider performance against KPIs and contractual obligations, implementing corrective actions where necessary.
- Lead as required benchmarking and the drafting of equality impact assessments to inform commissioning decisions.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Undertake horizon scanning to support market shaping and provider engagement activity to develop local services, identifying gaps in provision

and developing solutions in conjunction with providers, service users and relevant operational staff. To also identify emerging needs, market trends, and innovative service models.

- Engage in ongoing learning and development to enhance skills and contribute to continuous service improvement.

5. Financial & Resource Management

- To work with providers to identify efficiencies in service delivery that would result in cashable and non-cashable savings.
- Assist with managing commissioning budgets, monitoring spend and the delivery of MTFS savings.
- Assist with financial forecasting and reporting for assigned services.
- Contribute to opportunities to achieve further efficiencies and value through the contract.
- Identify funding opportunities through horizon scanning and assist with the development of robust external grant proposals, ensuring alignment with strategic priorities and maximising income generation for the Council.
- Recognise the potential for transferring costs and liabilities onto other services and contribute to adapting and tailoring support to contain pressures.
- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.

6. Service Improvement

- Through analysis of demand and needs, support market shaping activity and commissioning plans to improve services.
- To assist with the preparation and implementation of commissioning strategies to support ongoing transformation of services available to support residents of the borough.
- To support the development and implementation of innovative approaches and solutions in the delivery of complex projects to enhance levels of service and minimise costs. This requires working collaboratively with colleagues across the organisation and externally, to ensure best practice can be achieved when implementing new ways of working.
- Participate and support commissioning project boards as directed by the Senior Commissioner. Applying project management principles as required.

- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.
- Utilise analytical tools to support effective commissioning and actively contribute to benchmarking activities.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Champion the use of digital tools and data analytics across the Commissioning team to improve commissioning outcomes and resident engagement.

7. Contacts

- Primary contact will be with other officers within the Council, service users and residents and their representative bodies.
- Act as the Council's representative in strategic partnership boards and regional commissioning networks as required.
- Build and maintain high-level relationships with NHS, voluntary sector, and other agencies.
- Maintain operational relationships with key partners such as the Clinical Commissioning Group, West London Alliance, service users and voluntary and private sector providers.

8. Additional Responsibilities

- To keep up to date on research, policy and practice developments in the context of the role, through personal study and attendance at seminars or training.
- Maintain accurate and comprehensive records and provide administrative support for commissioning meetings by preparing agendas, taking clear and effective minutes, tracking action points, and coordinating with a range of stakeholders as needed.
- Under the direction of Senior Commissioners liaise with other partners / agencies and respond constructively to new developments in guidance / implementation of legislation as appropriate.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent commissioning services, which deliver value for money.
- Contribute to good performance on relevant key performance indicators both local and statutory.
- Deliver against any agreed Service Levels.
- Deliver the agreed Personal Appraisal Goals.
- Take an active part in own personal development and participate in supervision, and the appraisal process.

This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

B. Person Specification

Assistant Commissioner

This person specification will be used for recruitment to the **Assistant Commissioner** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or experience.	✓	
5 or more GCSEs including English and Maths (Grade C/level 4 or above).	✓	
Project Management or Change Management Qualification (PRINCE2, APM, APMG, other appropriate accreditation). Or willingness to work towards this qualification.	✓	
Evidence of continuing personal and professional development.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability and willingness to attend out of hours meetings and events to meet the needs of the service.	✓	
Full driving licence and use of a vehicle.		✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Demonstrable experience of working successfully in the social care commissioning and contracting environment.	✓	
Demonstrable practical experience of working within a project delivery environment.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Excellent communication skills both written and verbal, with experience of report writing in a Public Sector environment.	✓	
Comprehensive understanding of the commissioning cycle and how to apply it in working practice.	✓	
Familiarity with systems, policies, processes, and regulations relevant to the commissioning function.	✓	
Demonstrable ability to negotiate successful outcomes.	✓	

Proven analytical skills with the ability to manipulate complex data to inform strategies and plans.	✓	
Highly organised with demonstrable attention to detail.	✓	
Track record of demonstrating a proactive approach to challenging operational issues and problems using data to develop options for new ways of working.	✓	
Knowledge and experience of contract and procurement regulation.		✓
Excellent numerical skills and awareness of budgets and the importance of demonstrating value for money.	✓	
Proficient in Microsoft Office applications and including ability to learn to use service specific software as required.	✓	
Understanding of social care framework and local authority practice.	✓	
Strong verbal and written communication skills, with the ability to explain complex information clearly to non-specialists.	✓	
Excellent planning and organisational abilities, with a proven track record of prioritising and coordinating workloads to meet deadlines.	✓	
Coproduction techniques and engagement processes that impact on commissioning priorities, including working with users with experiences.	✓	
Knowledge and skill in collecting, collating, analysing and communicating data.	✓	
Ability to build effective relationships and engage successfully with a wide range of stakeholders.	✓	

Our values
Respect We appreciate what makes us different and include everyone. • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative We believe in the power of working together. • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient We deliver the best possible outcome by carefully managing our resources. • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity There is no gap between what we say and do. • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.
Open and honest We are transparent in the actions and decisions we take. • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.