



Job Profile template

Commissioning & Brokerage Officer - Education

JOB TITLE:	Commissioning & Brokerage Officer - Education
GRADE:	SO1
POST NO:	29834
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
DIRECTORATE:	Children's Services
SERVICE:	Commissioning

REPORTING STRUCTURE

Reports to:	Head of Commissioning
Direct Reports:	Yes
Indirect Reports:	Yes

ROLE PURPOSE:

Ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

To support the development and implementation of commissioning functions, including writing service specifications, developing and implementing outcome monitoring frameworks, participating in tendering processes, managing contracts and ensuring compliance with contract procedure rules.

To ensure that services are commissioned and operated in line with best value, and meet the needs of the children, young people, and families

To support the development and market management of a wide range of providers and organisations; including independent, private, and voluntary sector providers.

To contribute to and carry out the monitoring of service provision and contract compliance.

To analyse activity and population data and placement trends to help to ensure compliance with local priorities and national KPIs, and to inform future service development.

To take operational responsibility on a regular basis for the duty system which sources placements from a diverse range of providers, including attendance in the office on a weekly basis as part of a hybrid working pattern.

To develop and support partnerships with organisations, schools, providers, and other local authorities on a local, regional, and national basis.

Job Description

1. Resident & Community Contribution

- Lead and support on engagement activities with a wide range of stakeholders in order to ensure that commissioned services meet the needs of local residents. This will include virtual and in person engagement.
- Ensure the voice of children, young people, and their families and carers are used to inform the design, implementation and monitoring of commissioned services
- 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'.

2. People Management

- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

3. Operational Service Delivery

- To ensure effective monitoring, evaluation and quality assurance processes are in place for all settings to benefit service users, with a particular focus on value for money, safeguarding, and high-quality services with ISP and INMSS provision
- To maintain a database of INMSS, ISP and other Special Independent schools/Academies either used or potentially could be used by the Council. This to include keeping up to date records of Ofsted Inspections, costs, designations of provision, number of available places and provision available for learners (including health and social care, therapies, etc). To ensure the sharing of information across services where there are concerns about the quality or effectiveness of provision or safeguarding concerns and to support the SEND Place planning process in the development of identified need to be developed within Hillingdon.
- To support the SEND and Commissioning Team with options for placements in INMSS/ISPs where this is the most appropriate placement for learners based on EHCP needs. Advising with regards to known provision held on the INMSS/ISP database. To support assessments to ensure the most appropriate placements for learners.

- Where placements are agreed, moderation of placement proposals to EHCP outcomes, negotiate with providers to ensure best value and cost negotiations, ensure meeting learner needs, provides progression and movement towards independence, Preparation For Adulthood (PFA), etc
- To support the SEND Team in arranging appropriate and timely transport ensuring correct services are provided that meet individual needs, e.g. via the Schools and Colleges Transport Team. Ensure that transport and travel costs are factored into VFM assessments when considering placements.
- To ensure Placements are approved through the correct process, ensuring confirmation of joint funded support packages where health and social care contributions are required. Ensure effective transition from Panel authorisations to Commissioning Education places, and the issuing of contracts
- To issue and monitor contracts, Individual Placement Agreements (IPA's), and payment schedule to all ISP and INMSS placements, support the issuing of SLAs and ad hoc contracts for other providers, including SRPs, Alternative provision placements, Supported Internship providers and any other related provision.
- To ensure that data bases, IT systems and monitoring information is maintained and up to date from issued contracts
- Support the SEND team during phased transfer consultations to ensure learners are placed in the most appropriate settings based on their needs but also taking into account parental preference. To promote local provision wherever possible.

4. Service Planning & Development

- Ensure that you contribute towards an annual Team Plan, aligned to the Group / Service Plan(s), which will be developed, agreed, and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- To support the SEND Service and SEND Commissioner in the development of contract and commissioning arrangements across the SEND and Inclusion Service. This will include playing a key role in the data analysis, monitoring and planning for commissioned services.
- Analyse the use of INMSS and ISP's and the needs of learners placed there to inform future development of provision. Support the work of the Safety Valve project, and SEND Place planning priorities, along with any other initiatives.

- To work with the SEND Team, and wider teams across the Council, to promote outcomes-based commissioning within placement negotiations and monitoring, ensuring that providers agree and meet agreed outcomes for children and young people, that are stated within their EHCA/EHCP/My Support Plans.
- To monitor, track and report any issues of concern including complaints to ensure quality services are provided
- To produce reports and support with the development of business cases relying on data and information as requested

5. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To provide support, advice and guidance to providers with regards to payment of approved education packages (through Controcc, POs, etc)
- Support the work of the Safety Valve project regarding the repatriation of learners to Hillingdon as appropriate. Support the identification of learners who can be supported to move into lower-level support placements, return to the borough or to move to placements within Hillingdon. Support SEND case workers with this through the annual review and phased transfer processes.
- To liaise with finance and ensure that all financial requirements are met. To ensure Value for money and to advice in delivering improvements where identified
- To assist the finance team in developing budget monitoring systems and processes that facilitate effective monitoring of spend and cost efficiencies
- To support the review of budgets and resources, the redirection of resources to deliver key targets and outcomes in learners EHCPs, de-commission services where required, support the development of Pathways and Preparation for Adulthood (PFA) outcomes, particularly at transition points.
- To monitor costs savings and cost avoidance as a result of individual and strategic negotiation outcomes
- To have responsibility for ensuring cost changes are implemented and updated contracts are issued, with the appropriate teams being informed. To have involvement with fee uplift requests, approvals and ensure agreed proposals are implemented

- Support the learner annual review process to ensure approved packages of support are being delivered, funded correctly and continue to deliver high quality and Value for Money

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Support the business planning process, assisting with the development and implementation of business cases and development of strategies to address identified service gaps

7. Contacts

- Primary contact will be with other officers within the Council, schools, external providers, other local authorities, ICB and health partners, service users / residents, and their representative bodies. Contact levels will vary dependant on the circumstances, but this role has significant engagement with the above people and organisations.
- To ensure that there is effective liaison and communication between partners, providers, Council teams, health partners, including information to be provided to regarding their education package, including start times/dates and general information
- To ensure that good working relationships are developed and maintained with internal and external partners, staff and providers

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role

9. Key Performance Indicators

There will be a range of KPI's used to monitor the performance of the role, including, but not limited to:

- Savings or cost avoidance measures delivered
- Timeliness of contract delivery
- Stakeholder feedback
- Sufficiency of provision

- Timeliness of placement agreements being issued

Person Specification

This person specification will be used for recruitment to this 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 (list)	ESSENTIAL ✓	DESIRABLE ✓
Educated to Degree level		✓
Possess equivalent skills and experience in commissioning.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
None		✓
3. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓
Experience of working in Education, Social Care, or Health in office-based role.		✓
Experience in commissioning and contract management	✓	
Have proven and relevant experience in understanding data analysis and performance tracking	✓	
Experience working with other people, and having challenging conversations to ensure the best outcomes	✓	
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ✓	DESIRABLE ✓

Good knowledge of current legislation, regulation, and associated policies within Children's Education. Have strong financial awareness and be able to assess the commercial viability of data analysis and information Proven ability to use data and information in order for use in influencing and negotiations with suppliers and contractors. Can identify opportunities to successfully challenge and drive commercial benefits to the Council Has excellent organisational skills and attention to detail Proven ability to analyse and presented information and findings to internal and external stakeholders effectively. Strong experience in IT systems (e.g. Oracle, Microsoft packages, databases) at an intermediate level. Have excellent written, verbal and interpersonal communications skills and the ability to interact comfortably, both internally and externally	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓
5. Additional requirements (list)	ESSENTIAL ✓	DESIRABLE ✓
"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking. Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓ ✓	

Team working Acts as a role model to others in the team, sharing knowledge and experience, when necessary, whilst respecting and valuing the contribution other team members' experiences can bring. Communication Demonstrates well developed written and verbal communication skills, and the confidence to present reports and verbal accounts credibly to a variety of different audiences. Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision. Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓ ✓ ✓ ✓	
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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.