



Job Profile

April 2025

JOB TITLE:	Senior Commissioner Social Care
GRADE:	POD
POST NO:	Post specific
JOB TIER:	3
DBS CHECK:	Enhanced
DIRECTORATE:	Adult Social Care and Health
SERVICE:	Commissioning and Business Delivery
Reports to:	Assistant Director of Commissioning and Business Delivery
Direct Reports:	Up to 2
Indirect Reports:	Post specific

ROLE PURPOSE:

To support the Assistant Director of Commissioning and Business Delivery in managing the Adult Social Care Commissioning Team. The postholder will also be responsible for the professional delivery of all commissioning activities within the commissioning cycle, to deliver the Council's strategic objectives in relation to commissioning services for adults and children in Social Care. To ensure that all commissioning activity adheres to the correct governance and decision making processes.

To lead on the development and implementation of commissioning plans and contract management strategies for the designated portfolio that optimises performance in terms of cost, quality, delivery and responsiveness, ensuring that the Council achieves the expected and desired outcomes in given areas. These include promoting independence and the wellbeing of residents, focussing on collaboration and embracing digital technology. The postholder will manage a range of contracts

and build robust relationships with Council's partners and providers to develop and enhance innovative social care solutions that are sustainable and ultimately deliver improved outcomes for all residents.

They will help develop a care and support market that delivers a wide range of high-quality care and support services that will be available to residents and communities in Hillingdon.

The post holder will support the Assistant Director of Commissioning and Business Delivery on strategy and policy in own service area and will work closely with the Council's partners and providers to develop and enhance innovative commissioning solutions that are sustainable and ultimately deliver improved outcomes for residents.

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'.
- Management of the commissioning of care and support in Hillingdon for the benefit of Hillingdon residents.
- Support the Assistant Director of Commissioning and Business Delivery with the implementation of the commissioning model within Social Care (and where relevant will extend to where there are common suppliers to the Council in order to leverage buying power) to strengthen its efficiency and effectiveness and enhance the Council's contribution to building stronger communities and improving resident's outcomes.
- Assist the Assistant Director of Commissioning and Business Delivery on developing and implementing an effective communication strategy that ensures that providers, partners, residents receiving support and carers are invited to contribute to and are positively affected by the development of the new commissioning model.
- Promote Health and Wellbeing by strengthening early intervention and prevention services to improve health outcomes for residents.
- Ensure Choice and Control by providing residents with information, advice, and guidance to make informed decisions about their care and support.
- Promote independence and wellbeing among residents by strengthening early intervention and prevention and enhancing the use Technology Enabled Care (TEC).

- 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.
- Focus on ensuring residents have choice and control over their care and support.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.

2. People Management

- To support the Assistant Director of Commissioning and Business Delivery in the selection, development and performance management of the overall Commissioning Team in line with the Council's HR policies.
- 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).
- Ensure that agreed team plans and performance targets are delivered and maintain a culture of 'putting our residents first'.
- Promote health and wellbeing, strengthen early intervention and prevention, and develop innovative social care solutions in collaboration with partners and providers.
- Foster and create a culture and environment of innovation, integration and creativity to empower communities, service providers, wider stakeholders and other commissioners to generate new solutions and ideas.
- Manage and monitor the performance of direct line reports within the Commissioning Team, including programme management within work packages assigned on a task and finish basis.
- Manage the learning and development of the overall Commissioning Team.
- Provide leadership, coaching, and mentoring support to members of the Commissioning Team.
- To lead by example and ensure high standards of performance and cost effectiveness, managing the commissioning and procurement elements pertinent to their senior role and as directed by the Assistant Director of Commissioning and Business Delivery.

3. Operational Service Delivery

- Work with the Assistant Director of Commissioning and Business Delivery to develop a clear Commissioning Plan, which is in line with the priorities and resources available and designed to improve and transform the services available to Hillingdon residents.
- Oversee the work of the Commissioners in securing services. This will involve ensuring suitable needs analysis takes place; outcome focussed specifications are developed; and review processes are in place.
- Oversee the work of the Community Development Team which focuses on embracing prevention and early intervention through both the development and integration of voluntary sector services and the implementation and management of technology-enabled care (TEC) solutions to enhance the delivery of Social Care Services.
- Ensure the development and delivery of continuous improvements in all aspects of the care services and support being commissioned.
- Work collaboratively with a range of corporate colleagues, including Legal, Finance, Procurement, Housing and Digital and Intelligence, to ensure that a robust strength-based commissioning approach is developed.
- Ensure the Commissioning Team is the primary strategic point of contact for the Council's relationship with the voluntary and community sector. Work with a range of organisations from the health, independent and voluntary sectors to develop a sustainable, diverse and innovative commissioning approach that meets the varied needs of the people in Hillingdon and ensures quality and dignity for all.
- Contribute to all stages of the commissioning framework, including needs analysis, service specification development, service procurement, monitoring and evaluation, and ongoing service and market development.
- To work autonomously in accordance with relevant social care guidance, policies, legislation and strategies to support the delivery of a robust commissioning model that results in improved benefits financially and to outcomes for residents.
- Assist in implementing the social care commissioning model and structure.
- Work closely with the Assistant Director of Commissioning and Business Delivery and all social care teams to promote health and wellbeing, early intervention, and prevention strategies.
- Help develop a diverse and sustainable care market that offers high-quality care and support services.

- Ensure residents have access to a range of strength-based services and information to make informed decisions about their care and support.
- Lead on undertaking detailed options appraisals utilising on best practice and available evidence to make recommendations for commissioning or re-commissioning of services or for the decommissioning of activities.
- Produce and understand complex data from across the whole social care system and use intelligence and evidence to underpin the commissioning cycle and delivery of outcomes.
- Ensure that co-production is adopted wherever possible; and that the voice of residents accessing services, communities and other key stakeholders influence the design, performance management and review of the Council's commissioning offer.
- Lead on the development of robust service specifications and other commissioning and procurement documents in conjunction with the Procurement Team to ensure Procurement regs are adhered to.
- To undertake equality impact assessments for proposed policies, projects and services.
- To be responsible and lead on service specifications, which meet the needs established in Hillingdon's JSNA and articulated in commissioning strategies and drive transformation outcome-based approaches to the delivery of care and support for Hillingdon residents and the wider community.
- Produce briefing notes, business cases, press releases for communications colleagues, Senior Management Team, Corporate Management Team, relevant to the Adult Social Care portfolio.
- Contribute to, and where necessary support, meetings, committees both within the Council and with external partners.
- To influence and shape policy, strategic direction and commissioning strategy for social care including TEC Plan as directed by the Assistant Director of Commissioning and Business Delivery.
- Take responsibility for the continuous development of the Market Sustainability Plan and Market Position Statement as part of the ongoing engagement with providers
- Prepare Cabinet and Cabinet Member reports for Members, Senior Management Team, Health and Wellbeing Board and other bodies as required on developments within commissioning. Guide these reports through their development stages and present them in both informal and formal decision-making forums.

- Support the Assistant Director of Commissioning and Business Delivery with ensuring that the Commissioning Team has relevant and robust information relating to specific client groups to develop and maintain an understanding of local need and demand for services, including identification of required services.
- As directed by the Assistant Director of Commissioning and Business Delivery assist with the communication of the commissioning programme and the TEC Offer to elected members, senior management and other staff via presentations, briefings, seminars and training as appropriate.
- Lead conversations and collaborate with relevant operational services across Social Care and within the Council as a whole in order to identify the needs of residents, commission appropriate services and initiate new and innovative developments to address need that reflects and enhances the personalisation agenda.
- Ensure staff maintain timely and concise records that evidence the work undertaken by the team and support the extraction of timely and accurate activity and performance reports. Ensure that the Data Protection principles of the GDPR are followed by all line reports.
- Lead on the writing of grant funding bids to secure additional resources for the Commissioning Team. Oversee the management of grant-funded projects, ensuring they are delivered on time, within budget, and achieving real impact. Building strong relationships with funding bodies, government agencies, and community organisations to drive strategic funding initiatives.
- Actively contribute to promoting and fulfilling the Council's safeguarding responsibilities.
- To deputise, as required, for the Assistant Director of Commissioning and Business Delivery.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is 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.
- Work in collaboration with procurement and other departments to minimise duplication of effort and administrative tasks and streamlines processes such as procurement, monitoring, and quality assurance.
- Benchmark and research adult's and children's social care service models, drawing on good practice and innovative models of care.

- Support the Assistant Director of Commissioning and Business Delivery with the day-to-day decision making and responsibility for the management of the staff within the Commissioning Team, arranging and participating in meetings and reporting progress within agreed governance structures as required.
- Work with the Assistant Director of Commissioning and Business Delivery in developing commissioning frameworks, systems and processes for Social Care that carefully consider the needs of partners including the NHS.
- Be responsible for ensuring that the governance arrangements operate effectively in terms of overseeing the development of strategic commissioning frameworks.
- Ensure all relevant stakeholders take an active role at all stages of the commissioning process such as policy development, strategic planning, options appraisal, scoping of service integration, service improvement and evaluation.
- Lead on ensuring that effective project management arrangements are in place to support the commissioning cycle.
- Assist the Assistant Director of Commissioning and Business Delivery on the with Business Planning for the Commissioning Team.
- Assist the Assistant Director of Commissioning and Business Delivery on developing, maintaining, and implementing a Business Continuity Plan within the area of responsibility as needed.
- Adopt a strong ongoing liaison with relevant operational services in social care and within the Council as a whole in order to identify the needs of residents, commission appropriate services and initiate new and innovative developments to address need that reflects the personalisation agenda using a strength-based approach.

5. Financial & Resource Management

- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Proactively work with providers to reduce costs and maximise quality, and where relevant lead on any re-commissioning projects.
- Focus on service development for a range of commissioned services and functions to ensure they are delivered within budget and meet identified and agreed savings targets, implementing key policies where required.

- Be responsible for the financial administration of services which sit within an allocated portfolio and management of specified budgets.
- Working with other colleagues including the Brokerage Team and Direct Payments , Quality Assurance Team and the Community Resources Team to secure the best match for individuals drawing on health and care services and ensure the best price for accessing the provision by maximising value for money.
- Contribute and lead on the delivery of the savings targets identified in the Medium Term Financial Strategy for Social Care.
- Ensure that robust systems are in place for monitoring and evaluating expenditure across the area of responsibility in order to protect the Council's financial position and comply with internal financial regulations.
- Be accountable for managing the Council's resources efficiently and complying with statutory requirements. This includes managing time effectively, avoiding unnecessary waste, and promoting the reuse and recycling of resources to minimise personal impact. Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to secure funding where appropriate.

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, service improvement methodologies, and operating model.
- Develop and enhance partnerships with external organisations, including health, independent, and voluntary sectors.
- Collaborate with partners to create and sustain innovative social care solutions that improve outcomes for residents.
- Embrace digital technology to enhance service delivery and resident experience via TEC.
- Foster a culture of innovation within the Commissioning Team.
- Enhance and develop the profile of the Council and the commissioning function.
- Contribute to market management and development.

- Actively promote the participation of residents and other stakeholders in the development of services to ensure there is continuous improvement in service delivery and that services respond to resident needs.
- Maintain an awareness of the Council's legal duties and policy objectives in respect of Equalities and Customer Care and ensure that they are incorporated into policy and practice.
- Work with Business Intelligence Team to establish meaningful business intelligence reports utilising Power BI to support rigorous analysis of performance information that drives service improvement.
- Contribute and where required lead the preparation for internal and external inspections, audits, service reviews, improvements, and special projects, ensuring successful change management throughout the process.
- Gain a comprehensive understanding of best practices and emerging trends in market development across social care.
- Represent Hillingdon in sub-regional and regional work with other local authorities to maximise joint commissioning, and efficiency opportunities relevant to portfolio or as directed by the Assistant Director of Commissioning and Business Delivery.

7. Contacts

- Work closely with a range of external organisations from the independent and voluntary sector to develop a sustainable, diverse and innovative market that embraces a preventative approach to care and support such as through TEC.
- To act as the first point of contact with social care staff and the various department leads to ensure that the commissioning model creates consistency, reduces duplication and promotes best practice.
- Initiate, engage and influence relationships with and between key stakeholders - Members, Executive Directors, Senior Managers and Partners.
- Develop strategic partnerships with a wide range of external stakeholders.
- Represent the commissioning team in meetings and discussions with stakeholders.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management such as managing other initiatives within Social Care and Health as required.

- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues across social care.
- Contribute to and participate in Out of Hours and Emergency Response rotas for the Council, as required.
- Collaborate with procurement leads, when necessary, to ensure that services are commissioned using appropriate procurement methods, in compliance with Contract Standing Orders, Financial Regulations, and relevant EU procurement legislation.
- To manage a varied and heavy workload in an environment of constantly shifting priorities, including complex legislative changes, operational and financial demands.

9. Key Performance Indicators

- Deliver the agreed Personal Appraisal Goals.
- Contribute towards the vision outlined in the Council's strategy.
- Play a lead role in achieving the Adult Social Care and Health Plan outcomes.
- Deliver and develop agreed team plan targets.
- To write, agree, deliver KPIs as part of the assigned work programme, monitoring non-performance and outlining actions for improvement.
- Contribute to good performance on relevant performance indicators both local and statutory.

This profile and JD 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

Senior Commissioner

This person specification will be used for recruitment to the post of **Senior Commissioner**. 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 ✓

Degree or equivalent, professional qualification or other evidence of considerable analytical abilities.	✓	
Proven experience in commissioning, including delivering commissioning projects and achieving desired outcomes within agreed financial parameters.	✓	
Project Management or Change Management Qualification (PRINCE2, APM, APMG, other appropriate accreditation).		✓
Be able to demonstrate evidence of continued professional, managerial and personal development, within the fields of the relevant discipline.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Able and willing to work outside normal office hours, including attendance at evening and weekend meetings and events as required.	✓	
Contribute to and participate in out of hours and emergency response rotas for the Council, as required.	✓.	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Proven track record of commissioning social care services for a public sector organisation.	✓	
A successful track record and background of consistent achievement as a senior manager in a large, complex organisation.	✓	
Demonstrable project and programme management skills, techniques and tools.	✓	
Ability to develop and maintain partnerships with various stakeholders.	✓	
Experience of developing strategies in the social care sector.	✓	
Proven experience of successfully managing developing and managing external partnerships, carrying out effective commercial negotiations and managing provider markets.	✓	
A proven track record of formulating, leading and implementing successful strategies and programmes in complex areas, crossing service or professional boundaries.	✓	

Budget and financial management experience in a comparable public sector organisation.	✓	
Experience of using complex data intelligence to inform the strategic direction of an organisation or service, drive change and develop commissioning plans to meet future demand.	✓	
Excellent leader and manager with the ability to mobilise resources effectively and motivate others to deliver on objectives.	✓	
Significant experience in stakeholder engagement such as with health and care users, user groups and user organisations, care providers, provider networks, and professional regulators, local authorities and integrated care system.	✓	
Excellent written and oral communication skills including the ability to prepare and present reports and to communicate with staff and service users at all levels.	✓	
Ability to lead change to drive improvements in quality, efficiency and productivity in a large complex organisation.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Understanding and experience of the key strategic drives and of applying current legislation, policy and guidance through commissioning and contracts.	✓	
Extensive knowledge of challenges and opportunities within social care in relation to commissioning.	✓	
Working knowledge of the key pieces of legislation include (but are not limited to) the Care Act 2014, the Mental Capacity Act 2005 and the Mental Health Act 1983 (as amended), and the Health and Care Act 2022.	✓	
A working understanding of the commissioning, tendering, procurement and contracting framework for local authorities including the Government's key strategies.	✓	
Understanding of best practice and innovative approaches in applying the principles and practice of commissioning, procurement, and contract management.	✓	
Knowledge of TEC, that reflects an understanding of how technology can be used to meet individuals' health and social care needs, in alignment with the principles of the Care Act	✓	

2014—particularly in promoting well-being, enabling personalised care, supporting carers, and preventing or delaying the need for more intensive support.		
Highly skilled in cultivating and sustaining strategic partnerships with voluntary and community organisations of all sizes, promoting effective collaboration and achieving shared goals.	✓	
Proficient in using all Microsoft Office Systems, and the ability to use in house databases.	✓	
Proven presentation skills with experience of compiling and writing reports and presenting findings to various audiences,	✓	
An understanding of how to develop and apply commissioning strategies approaches delivered through effective and successful partnership working.	✓	
Ability to manage highly complex commissioning, planning, monitoring projects concurrently.	✓	
Ability to lead meetings with providers and partners and to advise of progress and possible barriers to commissioning success, analysing complex information, negotiating solutions and determining the level of risk to the successful implementation of the commissioning portfolio.	✓	
Ability to develop business cases for alternative models of service delivery in the area of commissioning.	✓	
Strong Persuasion, diplomacy, and motivational skills.	✓	
Knowledge of digital technology and its application in social care.	✓	

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.