CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Health and Wellbeing** | **SERVICE GROUP: Commissioning and Integration** | |
| **POST TITLE: Senior Contract & Quality Manager** | **REPORTS TO: Service Manager Contracts & Quality** | |
| **GRADE: Special C** | | **SAP POSITION NUMBER : TBC** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

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| **Key Purpose of Post:** | |
| 1. This post will provide operational leadership & coordination for a portfolio of services within the People Contract & Quality management function within the Commissioning and Integration Service in the Health and Wellbeing Department (total circa 500+ contracts, 250+ provider organanisations with an annual value in excess of 250m ) 2. Supporting the development and implementation of the Commissioning Strategy and Intentions, working closely with the Service Managers, ensuring there is alignment between commissioning and contracting functions. 3. With the Service Manager, lead the Contract & Quality Management function’s across the departments’ full contracts portfolio, joint working with partners, providers and the community | |
| **Main Responsibilities of Post:** | |
| 1. Support delivery of the overall strategy in line with the Health and Wellbeing Department , Children’s Services, Public Health plans, the Council Plan and the Bradford Place Health & Care System Strategy and develop and implement the Commissioning Strategy and Intentions 2. With the Service Manager, lead on the development and management of systems which support the management of contracts and quality improvement within the Health and Wellbeing Department 3. Lead the management of concerns regarding the quality and safety of services within the portfolio, including safeguarding alerts and complaints, including being the lead Commissioning and Integration representation in complex safeguarding investigations. 4. Lead on the engagement and co production of quality improvement initiatives with service providers and the wider market for the portfolio 5. With the Service Manager make recommendations and lead on the development of contracting approaches that meet the needs of adults and children with support, care and health needs, and provision of public health services and interventions; in line with best practice, evidence based needs analysis, national and local targets and available resources 6. Promote the development of creative, innovative and flexible approaches to contract and quality management and provide recommendations that support decision making on service design, commissioning and decommissioning 7. Write reports, briefings and business cases on complex contracting and quality matters for presentation to senior decision makers, including but not limited to AD, SD and Executive level meetings and provide reports to a range of audiences including CCG and Local Authority strategic and governance boards, committees and groups, the health and social care overview and scrutiny committee, health and wellbeing board, regional and national bodies and internal reporting structures. 8. Work collaboratively with other operational services within Health and Wellbeing, Childrens Service and Public Health to ensure they can contribute to service development 9. Line management of Contracts Managers including including appropriate prioritisation of work and deployment of resources, providing direction and co-ordination of workloads, support and guidance, recruitment, training, welfare and performance management 10. Proactively manage internal and external stakeholders 11. Provide professional advice and guidance to a range of internal and external stakeholders, including supporting the People contracting and quality function’s relationship with Bradford CCGs contracts and quality functions as part of the health and social care intergration agenda. 12. Be a subject matter expert and keep up to date with national guidance, policies, procedures, pathways and ensure these are implemented as necessary. 13. ensure collaboration and cross-team working between Commissioning and Contracting functions 14. Responsible for the monitoring and management of budgets within the Contracts Management portfolio and work with commissioners to ensure contracted services meet best value principles and financial sustainability considerations. 15. Develop and monitor performance metrics for the Contracts Management function and take action when metrics are not on track 16. Deputise for the –Service Manager at a range of internal , system partnership and regional meeting and events. | |
| **Structure (new)** | |
| **Special Knowledge Requirement:** Will be used in shortlisting. | |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | |
|  | **Essential** |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public.  You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). | x |
| Carries out the working practices, procedures and basic operations across a specialist area or number of specialist areas | x |
| Uses specialist knowledge of health, safety and environmental policies , procedures and regulations, including risk in own area and/or across other areas of work (inc legislation) | x |
| Uses a range of specialist ICT systems across own work area and or across other areas of work | x |
| Oversees a budget, keeping costs within agreed levels for own department and contributes to Corporate savings. | x |
| Uses, interprets, analyses and communicates complex information from a variety of sources. | x |
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| Specialist knowledge of local and national strategies, policies and legislation relevant to Contracts Management across health and social care | x |
| Significant knowledge of commissioning, contracting and procurement processes and approaches including statutory and legal requirements. | x |
| Working knowledge of Microsoft applications and payment systems e.g. CONTroc. | x |
| Ability to interpret, analyse and communicate complex information from a variety of sources and use in relevant situations | x |
| Albility to oversee a budget, keeping costs within agreed levels for own department and contribute to Corporate savings | x |

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| **Relevant experience requirement: Will be used in shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold standard outlined under Special Knowledge above. |
| Experience managing staff including giving specialist advice and guidance |
| Experience of financial planning and budget management |
| Experience at a senior level( minimum of 3 years in the specialist area , minimum of 1 of which in a management role) of contracting and procurement including market development, provider negotiation, contract development and monitoring |
| Experience of working with, building networks and influencing external / partner organisations including giving specialist advice and guidance |
| Experience of developing, implementing and managing policies, procedures and systems ensuring that performance measures and quality outcomes are met |
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| **Relevant professional qualifications requirement: Will be used in shortlisting** |
| Level 7 qualification or higher in a relevant discipline or similar evidence relevant to the skills and ability to do the job  *(Master’s degree, postgraduate certificate or diploma, or other Level 7 award)* |
| **Core Employee competencies at manager level to be used at the interview stage.** |
| **Carries Out Performance Management** – covers the employees capacity to manage  their workload and carry out a number of specific tasks accurately and to a high standard. |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face. |

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| **Management Competencies: to be used at the interview stage.** | | |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. | | |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. | | |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. | | |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. | | |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. | | |
| **Working Conditions:** | | |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | |
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| **Special Conditions:** | | |
| A Basic DBS Check will be required | | |
| **Compiled by:**  **Jane Wood**  **Date:June 2021** | **Grade Assessment Date: 21/7/21**  **Karen Grave** | **Post Grade: indicative Sp C** |