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| Service and job specific context statement |
| **Directorate:** | Health and Adult Services |
| **Service:** | Prevention and Service Development |
| **Post title**: | Head of Service Development |
| **Grade:** | SM2 |
| **Responsible to:** | Assistant Director, Prevention and Service Development |
| **Staff managed:** | Manages a group of managers |
| **Date of issue:** | November 2018 |
| **Job family:** | **SM - Senior Management**  |

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| Job context |
| * The role manages the commissioning function within the Directorate.
* It will manage a team of commissioning managers and officers, including one or more locality teams based within localities. There may be joint appointments with health commissioners within teams.
* The role has responsibility to ensure there is a consistent and coherent approach taken to commissioning across the county area and for developing county wide strategic approach for key customer groups.
* The role has responsibility for all commissioning within localities and to develop robust local strategies and practical implementation plans which reflect both the county wide strategic commissioning plans and local need.
* It will also have a key role in relationship management for county wide providers and contracts.
* The role will be a key contributor to delivery of statutory responsibility under the Care Act to ensure a sustainable and diverse market for care and support.
* The post holder will need to work closely with Head of Housing Market Development, and the Head of Quality and Improvement, Public Health and operational staff to ensure the success of these arrangements.
* This is likely to encompass joint responsibility for the commissioning budget in excess of £100m, which will increase as integrated arrangements come into operation.
* This is a politically restricted post as defined by the Local Government and Housing Act 1989.
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| Job specifics |
| * The postholder will have a basket of portfolios agreed with the Assistant Director, Prevention and Service Development
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| **Structure** |

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| Job Description |
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| Job purpose | Reporting to the Assistant Director, Prevention and Service Development, the post holder will:* Lead and direct the Directorate’s commissioning function, and where agreed oversee joint commissioning functions and arrangements
* Operate as part of the Directorate’s senior leadership team and work in partnership with CCG’s, districts and providers
* Work collaboratively across the Directorate and across all functions of North Yorkshire County Council (NYCC), providing input to shape and drive commissioning; policy development, service planning and redesign
* Lead the development, implementation, performance management and evaluation of commissioning programmes
* Ensure sustainable and diverse markets for anyone who needs access to social care support
* Work with key senior managers and practitioners to facilitate the delivery of joint commissioning
* Manage commissioning staff to ensure the development and delivery of innovative services which improve health and wellbeing, improve choice and control and independence for social care service users
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| Operational management | * Identify, develop and cascade relevant information and policy updates relating to commissioning to relevant Health & Adult Services Directorate staff and managers
* Represent the Assistant Director, Prevention and Service Development in their absence, where necessary.
* To lead programmes as part of the County Council’s change and transformation programmes
* Lead, develop and ensure the planning and delivery of the overall work programme in localities. This will include significant work to co-ordinate with other Heads of Commissioning and Head of Contracts and Markets.
* Lead and provide advice, guidance and oversight of county wide commissioning activities, linking with a wide variety of partners to create effective commissioning and disseminating relevant practice developments/research findings to facilitate evidence based practice
* Set strategic objectives and approach
* Lead the development of business models and business cases for county wide services
* To undertake county wide needs assessments and market audits to inform the commissioning of adult social care services, co-ordinating input from local teams
* Lead on county wide service specifications and procurements and co-ordinate work with Head of Quality and Market Improvement
* Ensure commissioning activity supports the Council’s statutory and legal obligations including safeguarding.
* To ensure good relationship management is in place with providers.
* To contribute to the evaluation of local health and social care services, initiatives and programmes to improve health and wellbeing and improve choice and control and independence
* To support the Assistant Director, Prevention and Service Development in the strategic planning and delivery of the commissioning functions and responsibilities of the local authority, including developing policies, procedures, good practice guidance and service plans in respect of commissioning.
* To oversee the implementation of decommissioning of county wide services and mobilisation of new commissioned services
* To ensure sustainable and diverse markets are supported across the county
* To be part of any Directorate and Council on-call and emergency planning arrangements
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| Communications | * Deal professionally with all enquiries via e-mail, telephone or in person.
* Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc.
* Negotiate with partners (internal and external) individually and collectively to achieve the Directorate’s and commissioning partners’ aims and objectives.
* Lead engagement and consultation processes to achieve the introduction of new initiatives and change in their locality
* Communicate effectively with staff and senior management in respect of all commissioning activity and development.
* Negotiate and influence others whilst leading on complex transformation projects
* Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations
* Respond to media enquiries as requested by the Assistant Director and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature
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| Partnership / corporate working | * Establish and maintain effective working relationships with internal and external partners including other Directorates, Health bodies such as CCGs, District Councils, etc.
* Establish and maintain effective working relationships with providers of health and adult services.
* Take a lead where required in commissioning initiatives and projects.
* Deputise for the Assistant Director, Prevention and Service Development as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate
* Identify and work effectively with all relevant stakeholders within each transformation project
* To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets, to achieve required health and social care outcomes
* To work collaboratively across the HAS Directorate and across all functions of the local authority and CCG’s providing specialist input to inform commissioning; policy development; and service planning and redesign.
* To develop and deliver new joint commissioning arrangements with health and other partners
* Work with communities and service users to ensure they can influence service development
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| Resource management | * Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place
* The post holder will be responsible as a budget holder within the Council’s Scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed.
* To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness.
* The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate’s Supervision and Appraisal procedures
* The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager’s Pocket book and that their managers and staff all comply with the Council’s Behaviour and Skills Framework
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| Systems and information  | * In conjunction with corporate teams, develop and maintain strategies and information to inform commissioning intentions and strategies.
* Develop and implement systems to assist and underpin the commissioning cycle and decisions arising from this.
* Develop and maintain an overall suite of management information that underpins the commissioning and planning function.
* Provide an overview of relevant and complex information to assist senior and strategic managers and officers in their understanding of commissioning issues within Health & Adult Services and in particular within the specified locality and portfolio
* Present complex and sensitive information to range of different agencies.
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| Strategic management  | * To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.
* Take direction from the Assistant Director, Prevention and Service Developmentin relation to exceptionally complex or highly politically sensitive issues.
* Establish and maintain effective working relationships with strategic partners of Health & Adult Services and to lead on the development of joint commissioning at a locality level
* Evaluate commissioning activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward.
* Develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYCC staff, partner organisations and external partners, as appropriate.
* Ensure the achievement of ongoing continuous improvement for the team.
* To work with all parts of the Directorate, the wider council, external partners, the voluntary and community sector and the independent sector to commission relevant and effective services across the localities ensuring all services commissioned address the key themes of safeguarding, quality, integration, personalisation, efficiency, prevention and early intervention.
* Ensure that the required budget savings are delivered in line with Directorate objectives and ensure all commissioning on behalf of Health & Adult Services provides value for money.
* To secure investment with CCGs to make progress on joint commissioning approaches and to deliver savings across the whole system and to re-profile commissioned services across the locality and portfolio to achieve greater equity in Health & Well-being outcomes and a common menu of services in each locality.
* Facilitate the shift from traditional services to community-based activities.
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| Safeguarding | * The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Comprehensive knowledge and understanding of the social care and public health environment and the NHS and different branches of local government
* Significant knowledge of current good practice standards in commissioning both at local and national level.
* Detailed specialist knowledge of legislation and policy surrounding commissioning.
* Knowledge of statutory requirements, including: safeguarding, equality and anti-discrimination, maintaining a safe working environment, Data Protection and confidentiality.
* Significant knowledge of social care needs assessment and service provision with a thorough understanding of legislation, practice issues and tensions.
* Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role.
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| Experience* Significant experience of commissioning services and developing strategies at a senior level.
* Managerial accountability for the performance of a group of staff.
* Detailed experience of Partnership Working.
* Detailed experience of policy implementation.
* Experience in a local authority, other public sector or independent service industry
* Experience of implementing organisational culture change strategies.
* Experience of dealing sensitively with complex/difficult situations.
* Experience of translating national policy and guidance into local action
* Experience of chairing groups or committees
* Line management experience
* Experience of managing resources
 | * Experience of social care operations
* Relevant experience of using electronic information and communication systems at management level.
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| Occupational Skills* Ability to set and meet objectives and targets to deliver continuous improvement.
* Staff management skills including recruitment and selection, performance management & development.
* Ability to programme and monitor workloads and delegate tasks effectively.
* Ability to develop and implement effective commissioning frameworks.
* Project management and implementation skills.
* Experience of liaising and negotiating with external and internal partners.
* Communication and presentation skills (written & oral).
* Budget management skills including effective use of resources.
* IT skills.
* Time management skills
* Experience of dealing sensitively with members of the public and with complex / difficult situations
* Corporate working skills
* Innovative
* Incisive
* Experience of strategic planning and policy formulation and implementation
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* Education to degree level or equivalent in related discipline.
* Evidence of further professional development
 | * A post graduate management qualification.
* Commissioning or procurement qualification
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| Other Requirements* Ability to travel across the County
* Availability to work as necessary outside office hours.
* Willingness to undertake further professional development to fulfil the requirements of the role.
* Committed to equality and diversity.
* Willingness to adapt to a changing environment.
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.