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| Service and job specific context statement |
| **Directorate:** | Health and Adult Services |
| **Service:** | Quality & Monitoring |
| **Post title:** | Broker  |
| **Grade:** | F |
| **Responsible to:** | Team Leader Brokerage, Senior Broker |
| **Staff managed:** | None |
| **Date of issue:** | July 2017 |
| **Job family:** | **C&A - Customer & Administration**  |

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| Job context |
| * The role sits in the Quality & Monitoring Team within Health & Adult Services. The team’s function is to ensure that contracting and monitoring activity is undertaken in line with Council procedures and legislative requirements. Also, it undertakes quality assurance functions with commissioned and in house services and contributes to the Directorate’s savings plans. The team works closely with the Procurement and Contract Management Service and Health & Adult Services Commissioning Team, to ensure seamless processes for contracting, procurement and quality assurance are in place and are effective.
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| **Structure** |

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| Job Description |
| **Directorate:** | Health and Adult Services |
| **Service:** | Quality & Monitoring |

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| Job purpose | To develop and maintain information on local care providers and to source care packages to meet assessed needs, including completing contracts and associated financial and administrative tasks. |
| Operational management | * Carry out contracting-related administration duties within deadlines and standards, to support both operational and support managers
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| Resource management | * Maintain accurate budget records and recording systems, ensuring information on associated costs and funding streams are up to date and accessible
* Obtain accurate costing information and undertake negotiations where appropriate when sourcing care packages for commissioned services and to support the Direct Payment process
* Undertake Value for Money audits and negotiate with providers directly to ensure value for money
* Develop and maintain a robust process to manage contracts in compliance with NYCC policy, liaising with service users and / or their representatives where necessary
* Liaise with providers independently to discuss market pressures and identify potential solutions and inform commissioning decisions
* Challenge practice assumptions to ensure robust consideration of market options are undertaken
* Provide accurate statistical returns as required by managers, service users and providers
* To contribute to the delivery of HAS 2020 Programme and savings targets
* Ensure all administration staff are aware of and meet the required customer service standards
* On behalf of the Training and Learning Service contribute towards the production of training documentation and guidance materials and deliver training to relevant staff groups in line with the quality standards laid down by the Training and Learning Service
* Deal professionally with all external providers and customer enquiries via e-mail, telephone and in person
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| Systems and information  | * Ensure the accurate maintenance of comprehensive database records, including NYCC, service user and provider information
* Develop and maintain electronic and paper records of contracts, ensuring originals, amendments and re-assessments are documented
* Develop systems to interrogate data and cross reference information sources, ensuring accurate information is provided to clients, providers and other Directorates
* Comply with policies and relevant legislation to maintain confidentiality, documentation retention and archiving
* Demonstrate a comprehensive understanding of relevant policies, procedures and Corporate initiatives
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Knowledge of local government, health and social care issues
* An understanding of the Health and Adult Services directorate and its functions
* An understanding of the social care environment and market
* An understanding of contracts and performance-related activity
 | * Administrative / Business Management qualifications at NVQ3 or above or equivalent
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| Experience* Previous experience of contracting processes
* Experience of administration work using IT based systems
* Experience of service-related negotiation
* Experience of evaluating data and evidence in order to undertake audit activity, linked to contract performance
 | * Previous experience of financial administration
* Previous experience / understanding of adult social care service issues
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| Occupational Skills* High standard of literacy and numeracy skills - able to work quickly and accurately with figures
* IT skills - set up and use of spreadsheets and databases; use of e-mail and word processing systems
* Information skills – ability to collate data and organise for use in reports
* Workload management skills – able to work to deadlines, prioritise tasks and manage conflicting demands
* Communication skills – ability to communicate clearly, both verbally and in writing
* Customer care skills – understanding and demonstrating the importance of good customer care
* Be self-motivated and demonstrate the ability to work without close supervision
 | * Finance skills - maintaining financial records; experience of budget related work
* Interpersonal skills – able to work with both managers and colleagues; understanding the importance of teamwork
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| Other Requirements* Willingness to undertake training to fulfil the requirements of the role
* Committed to Equal Opportunities
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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.