

JOB DESCRIPTION

November 2014

DIRECTOR AREA:
Information and Commissioning

Service Area:
Commercial Team

Is this description a generic JD?

GRADE: G6

JEM Reference No: 5105
Enhanced DBS Required? No

JOB TITLE: Commercial Officer – Strategic Contracts

REPORTS TO: Grade 12s and 10s within the Commercial Team

1. PURPOSE OF JOB

To support the successful implementation of the strategic commissioning process across Lincolnshire County Council so that it delivers the expected benefits. Your work may cover all aspects of procurement contract management and commissioning including business and performance improvement, assurance, analysis and monitoring as well as consultation and Equality and Diversity.

For the most part, you will be working on activities connected with the management of the Serco contract, one of LCCs most complex projects and contracts. However you will be flexible in order to work on whatever is the current priority.

Develop and maintain effective relationships with senior managers across the Council, commissioners and other organisations and in particular Serco and its suppliers and sub-contractors.

Contribute to the delivery of outcomes for commissioning strategies in line with the Commissioning for Lincolnshire approach. Assist, as appropriate, with:

- Embedding new ways of thinking and working
- Developing and maintaining strong, positive working relationships across service areas, with providers and partners and in particular Serco its suppliers and sub-contractors

To take personal responsibility, provide , advice and guidance and/or work within own area of responsibility as appropriate

Assist with the delivery of a consistent strategic commissioning approach across the Council.

Continuously look for synergies and efficiency savings across the strategic

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| | commissioning areas | |
| 2. | MAIN RESPONSIBILITIES, TASKS & DUTIES The job covers all aspect of Commissioning and business improvement. <u>Within the scope set out in the purpose of the job</u> , the main responsibilities are: The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below: | |
| | (i) | Performance Improvement You will be expected to work primarily with Commissioning Leads and County Council Managers in providing challenge, facilitation and support to help their areas improve and develop a performance management culture. |
| | (ii) | Analyse You will research, gather and analyse information at local, regional and national level to inform decision making. As part of this role, you will be expected to analyse performance and utilise relevant approaches to help improve it including statistical analysis, benchmarking, target setting etc. |
| | (iii) | Consultation and Equality and Diversity Support and engage in public consultation and involve service users and their carers and representatives in the planning, development and implementation of services. Draft equality impact assessments. |
| | (iv) | Managing Projects The role will require you to progress the development of business cases, ensure projects are managed in line with budget, undertake stakeholder management, planning and control project milestones, benefit realisation and change management plans. . |
| | (v) | Assurance Support all aspects of the assurance approach including preparation and participation in review and contribute to performance management and monitoring. |
| | (vi) | Procurement Support and engage in all aspects of the procurement process including carrying out market engagement, drafting procurement and contract documentation, issuing of clarifications, tender evaluation and the de-briefing of tenderers. |
| | (vii) | Contract Management Ensure robust Contract Management is applied including the creation and maintenance of performance indicators and reporting, collation, and analysis of Contract monitoring activity, provide advice and guidance as to |

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| | | <p>the Council's contracts and liaising with contractors.</p> <p>In particular support the robust management of the Serco contract through a thorough understanding of contract conditions and processes, the recording, maintenance, analysis and reporting of relevant and timely financial and quality performance information, management and resolution of issues and disputes through contractual governance processes and the maintenance of productive relationships with Serco, its suppliers and sub-contractors at all levels.</p> |
| | (viii) | <p>Market Management</p> <p>Contribute to strategies to build capacity and develop the Provider Sector; consult with providers and commissioners to find sustainable and lawful solutions.</p> |
| | (ix) | <p>SafeGuarding Support delivery of the Council's statutory safeguarding and protection duties.</p> |
| | (x) | <p>Team Member</p> <p>As a member of the Commercial Team, contribute to the development and maintenance of Team processes and documents including toolkits, contract registers and the Council's performance management system and provide a variety of ad hoc support direct to customers as required</p> |
| | (xi) | <ul style="list-style-type: none"> • Take personal responsibility and as appropriate deliver the agreed priorities within commissioning strategies, working collaboratively with providers (including statutory and non-statutory partners) • Provide expert advice and guidance as appropriate for own area of expertise. • Deliver a personal portfolio of projects where appropriate and/or specific work • Coach/mentor teams/colleagues as appropriate to embed new ways of thinking and working • Demonstration of the Council's Core Abilities (at the relevant level) <ul style="list-style-type: none"> ○ Personal Leadership ○ Being Future Focused ○ Political and Commercial Astuteness ○ Supporting a High Performing and Flexible Workforce ○ Drive for Results |
| | (xii) | <p>Contribute to the stimulation and engagement of the market from an operational aspect, building and maintaining strong, positive working relationships with service users, stakeholders, partners, providers and potential providers.</p> |

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| | (xiii) | Look to continuously improve services in area of responsibility, managing within allocated budgets and, identifying where possible, additional value for money savings |
| | (xiv) | Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations |
| | (xv) | Ensure Council resources are optimised and utilised effectively and efficiently |
| | (xvi) | As an employee, create a positive image of the County Council |
| | (xvii) | Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers. |
| | (xviii) | Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice |
| | (xix) | Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness. |

3. MANAGEMENT OF PEOPLE

Within the scope set out in the purpose of the job,

The post holder will assist others usually peers or employees on lower grades on work familiarisation supporting the development of others in areas of work where the post holder has particular knowledge and expertise and this may include the allocation and checking of work. This could include staff from a range of expertise areas such as Procurement, Contract Management, Business Assurance, Business Support etc.

4. CREATIVITY AND INNOVATION

Within the scope set out in the purpose of the job, the nature of the role is that the post holder will be working on those Council key projects and activities that are new and untested which require creative and innovative thinking across a diverse range of subjects. In some cases the post holder will be working on developing working practices for the Council as a whole for example developing the Council's Performance Management Framework. The commissioning activities they will be working on (which directly contribute to the achievement of the LCC Business Plan and are the most significant in LCC) all have unique elements and problems; the post holder will be expected to analyse these issues and identify opportunities and solutions.

This means there is a requirement for the post holder to seek out unproven and untested solutions; and where there are a number of possible appropriate solutions or responses review interpret and assess the relative merits of each. They will need strategic awareness and understanding of the key drivers for

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| | <p>those council services they are working on and have the ability to devise and apply solutions to support these.</p> <p>For these reasons, the post holder will need to have a very good grasp of problem solving approaches across the Commissioning cycle contributing to a very wide range of high priority activity.</p> |
| 5. | <p>CONTACTS AND RELATIONSHIPS</p> <p>The post holder will have contact with all parts of the organisation and will need to maintain a good understanding of corporate and service developments and needs. They will be responsible for developing and maintaining effective and regular relationships with a wide range of stakeholders both internal across the council (most of whom will be senior managers and will include Commissioning Lead level) and external, also at high level including: Police, Health, and the Third Sector.</p> <p>All of the projects carried out and supported by the post holder will involve doing things differently to maintain service delivery in the light of the need to make considerable financial savings. As a result the work is not straightforward or well established. Building effective relationships is essential to the successful delivery of change and will require the post holder to deal with a range of complex and potentially contentious matters often in a challenge role when they will be required to make decisions. This requires significant sensitivity. The results will impact on a multiple group of customers.</p> |
| 6. | <p>DECISIONS</p> |
| | <p>a) Discretion</p> <p>Within the scope set out in the purpose of the job, the post holder has day-to-day responsibility for any task they are leading and have autonomy subject to requirement to recognise when consultation is required with more senior colleagues which will be on matters outside the post-holder's previous experience and matters which may have significant financial implications or which may be high-profile or politically sensitive. This may include some budget responsibility on projects or in relation to contract management. The post holder will be expected to make recommendations at both service and team level for adoption on projects or activities that will affect the Council and individual service users. This includes proposing solutions for improving service delivery, performance monitoring and achieving savings. There will be many occasions where there are no clear procedures in place and in some circumstances the post holder will be required to support the development of new process for example the re-design of Council procurement documents.</p> <p>The post holder has significant amount of discretion as to when tasks are carried out and the organisation of their work load which will be allocated to them by different managers across a very wide scope of activity.</p> |
| | <p>b) Consequences</p> <p>The commissioning work the post holder will work on is the most significant and important in the Council and the consequences of their decisions will have a significant impact on how the Council overall delivers its services and achieves its savings. The post holder's research, analysis, document drafting and advice will</p> |

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| | <p>inform planning, strategy, best practice, procurement, contract management and consultation. The consequences of poor work and decisions at this level could have serious negative impact on service delivery and savings Council wide and loss of reputation. For example a failure to properly reflect Equality and Diversity considerations in an impact assessment could lead to legal challenge stopping a procurement.</p> <p>More positively, improvement of services provided by the Council will deliver improvements in Value for Money and LCC's reputation with partners</p> |
| 7. | <p>RESOURCES</p> <p>The post holder is personally accountable/responsible for the following:-</p> <ul style="list-style-type: none"> • A laptop computer which will be regularly used for presentations and workshops around the Council • A mobile phone |
| 8. | <p>WORK ENVIRONMENT</p> |
| | <p>a) Work Demands</p> <p>The scope of the activity is very wide covering work across all elements of the commissioning cycle and across all parts of the commercial team. All of the work is such that it must be delivered to an agreed schedule.</p> <p>Commissioning related projects involve innovation and change, are often complex in nature and inevitably involve frequently changing circumstances and demands, many of which are beyond the post holder's immediate control. It is likely that the post holder will be expected to work on a number of different projects at any time. As a consequence work can be expected to be subject to frequent change on a daily basis leading to the potential for interruption to expected work programme over days or weeks. The post holder is responsible for resolving such issues, or escalating as appropriate to ensure priorities are identified and resources are allocated accordingly.</p> <p>Manage enquiries about all aspects of commissioning from senior managers and partners.</p> <p>Resolving problems and queries can often cause constant interruptions and changing priorities. The ability to negotiate and influence senior managers and effective communication is required to manage workloads.</p> |
| | <p>b) Physical Demands</p> <p>Principally office based environment but possibly on different sites and with travel between council/p sites.</p> <p>There will be periods of extensive keyboard usage.</p> |
| | <p>c) Working Conditions</p> <p>Principally office based environment with travel between council/partner sites and working from different offices and locations.</p> |
| | <p>d) Work Context</p> |

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| | <p>Minimal risk (normal Health & Safety procedures should be applied). The post holder will encounter, and have to employ effective strategies to overcome, resistance to change. This may extend to open hostility in some cases particularly where projects or other proposals involve substantial changes to current working arrangements.</p> |
| 9. | <p>KNOWLEDGE AND SKILLS</p> <p>Knowledge and Experience</p> <p>The post holder must be able to support the Commercial Team working across the commissioning cycle but will work predominantly on the contract management of the Serco contract. This will be at both operational and strategic levels so requires a thorough knowledge of and good understanding on the key issues affecting the Council and its strategic relationship with Serco as well as the commercial principles, governance structures and contractual processes underpinning the Serco contract.</p> <p>Must have at least 2 years relevant public sector experience in strategic contract management activity as evidenced by knowledge/experience of the tasks set out below or other equivalent relevant experience..</p> <p>The post holder will be able to demonstrate good management and coordinating skills and the ability to work with a wide range of stakeholders to communicate and ensure that commercial support work is delivered in a timely and effective manner.</p> <p>The post requires the ability to undertake work of a diverse and sometimes complex nature which necessitates knowledge and skills in a number of specialist disciplines including commissioning, procurement, corporate performance management and project management with particular emphasis on contract and relationship management.</p> <p>The post holder will be educated to degree level or have 2 years demonstrable and evidenced experience in a relevant specialist area. They must demonstrate, through knowledge and experience that they can effectively carry out the duties of the post.</p> <p>Tasks</p> <ul style="list-style-type: none"> • Knowledge and understanding of the corporate performance management framework and the IT systems used by the Council • Knowledge and understanding of Freedom of Information • Understanding of procurement processes and evaluation methodologies • Awareness of Equality Act obligations and understanding of impact assessments • An advanced knowledge and level of skills in a range of IT packages within a Windows environment, including Microsoft Access, Excel, Word and Powerpoint and be competent with VBA. • High level IT literacy so as to be able to adapt swiftly to new systems underpinning the performance of the Serco contract • Excellent business process skills including a wide range of techniques for data |

collection (including interviews, workshops, benchmarking) and analysis.

- Knowledge and understanding of return on investment models including the approaches and IT systems used by the Council.
- Experience in the use of Risk Management techniques.
- Experience and/or understanding of contract management of a complex long term strategic partnering arrangement to including reporting and development of KPIs within a flexible performance management framework; application of complex payment mechanisms; operation of robust change control processes and support of strategic and operational contract governance structures
- Understanding of the key strategic drivers for and the commercial and contractual structures underpinning the contract with Serco including its transformational potential, its payment and performance regimes and its governance structures
- Effective project management skills
- Good written and communication skills using a wide range of media (oral/written/presentations/facilitation) for influencing and negotiating with key stakeholders and partners at a senior level.
- Knowledge of procurement procedures.
- Knowledge and understanding of how the Council operates in different services areas and the ways in which the Serco contract applies or could apply to different service areas.
- Knowledge of quality assurance processes and principles
- Knowledge of how to manage and monitor budgets in a complex environment including variable volumes and pricing

Skills

- Management of a full and substantial workload with limited supervision recognising when he/she requires professional support
- Able to adapt to new areas of work.
- Persuasive *and* challenging
- Negotiating skills
- Resourceful & able to take the initiative
- Have common sense combined with sound judgement & decision making
- Able to supervise and provide support to more junior colleagues in a positive and developmental way.
- Able to assist in the provision of training for in-house and external bodies.
- Problem solving skills and the ability to think creatively and innovatively
- Ability to build effective relationships and engage with people at all levels
- Dispute management and resolution skills
- Able to review and analyse current practices and performance critically and to focus service areas on new ways of working in a way which carries credibility

10. GENERAL

Job Evaluation - This job description has been compiled to allow the job to be evaluated using the GLPC Job Evaluation scheme as adopted by the County Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Equal Opportunities - The post holder is required to carry out the duties in accordance with Council Equal Opportunities policies.

Health and Safety - The post holder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

| | Name: | Signature: | Date |
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| Job Description written by: [Manager] | | | |
| Job Description agreed by: [Post holder] | | | |

Note: Qualifications and Experience headings are included in the Person Specification, see 'Using Competencies in Recruitment & Selection' in the Employment Manual on George.

Guidance on the completion of this JD can also be found on George or available from your Directorate HR Adviser.

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