**Manchester City Council**

**Role Profile**

**Performance and Quality Improvement Officer, Grade 7**

**Performance and Quality Improvement Team, Adult Social Care Directorate**

**Reports to: Quality Assurance Manager**

**Job Family: Commissioning and Contract**

**Key Role Descriptors:**

The role holder plays a critical role in delivering a range of commercial or commissioning services to a consistently high standard. The services will be overseeing a range of commissioned services and will ensure the care delivery across Manchester meets the needs of the citizens and their families, deliver value for money and ensure commercial viability in line with PQI standards using established metrics and other qualitative measures, in order to meet the needs of local communities as well as the priorities of the Council.

The role holder will be responsible for supporting and monitoring the regulated and unregulated activities of commissioned services and development of enhanced business management practice to deliver high quality contract compliance and/or improved commercial performance for the service.

The role holder will work in partnership with providers, partners, Care Quality Commission, ICB, CHC, citizens, advocates, commissioners and colleagues, to stimulate local communities to develop and provide personalised and flexible services that deliver good outcomes for customers.

**Key Role Accountabilities:**

Deliver quality assurance arrangements to support outcome driven commissioning; monitor the stages of the contract management process within the context of financial regulations and relevant legislation, and ensure contractual arrangements, targets and objectives are delivered within agreed timescales.

Ensure the development of a strategic approach to resource planning, procurement and commissioning in order to deliver a cost-effective and efficient service. This may be through contract management and service commissioning, or through the management of a business unit.

# **Provide expertise on commercial performance management and reporting issues to help ensure that customer needs are met, services improve, value for money is increased and performance against identified performance indicators improves. Improve outcomes around positive move-on from commissioned accommodation services.**

Take a lead role in the analysis of current practice, including benchmarking against metrics and options, and ensuring that consistency is maintained across the piece.

Oversee the production of effective and accurate management information, ensuring that this is produced accurately and consistently to strict deadlines.

Effectively engage with a range of stakeholders, both internal and external, to ensure the highest standard of service delivery.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio: Commissioning Officer**

**Role Portfolio:**

The Performance and Quality Improvement Team sits within Adult Social Care Commissioning and is responsible for the monitoring of all commissioned packages of care in Manchester e.g. Home care, care homes, supported accommodation- regulated and unregulated, outreach, day services, and Extra care schemes.

The successful candidate will be responsible for supporting the delivery of a portfolio of commissioning work, including developing service specifications, performance monitoring frameworks and monitoring targets. The role holder will improve the delivery of positive move-on outcomes across commissioned accommodation provision. This will include working closely with commissioned accommodation and support providers, with other colleagues in the homeless service, and the wider partnerships across Manchester

Alongside this they will contribute to the development of wider commissioning services and strategies, supporting the service to ensure that services are strategically relevant, meet identified needs, and are good quality/value for money.

They will work closely with colleagues in the Commissioning Team and Contracts Team, including the Service Managers and Commissioning Managers, as well as other colleagues in across Manchester, providers, and people using services.

**The Purpose of the Role**

The post holder will be responsible for:

* Oversight of the providers – manage performance in line with contract and service specifications, PQI-set KPIs and ensure care delivery is fits for purpose and meets requirements of relevant legislations e.g. Health and Socia Care Act 2008 (Regulated Activities) Regulations 2014.
* Procurement – supporting the wider Commissioning team to commission delivery partners and provide expert consultancy support as appropriate via the appropriate framework.
* Developing and maintaining strong collaborative relationships with internal and external partners and stakeholders as appropriate for the project
* Contributing to the development of services working closely with colleagues, providers, citizens and other stakeholders.
* Supporting the wider team to ensure that services are strategically relevant, meet identified needs, agreed outcomes, achieve performance targets, and are good quality/value for money.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Analytical Skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made
* **Planning and Organising Skills:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem Solving Skills:** Continually performs at high levels of achievement, demonstrating tenacity, energy and commitment to achieve desired results.
* **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.
* **Commissioning Skills:** Ability to use the skills and knowledge of partners to inform commissioning intentions in a wide area of activity.

**Technical Requirements (Role Specific)**

* Consent to and apply for a standard Disclosure and Barring Service (DBS) Check