# Job Summary

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| **Post Title** | Quality and Contracts Manager | **Pay Grade** | Grade 8 |
| **Directorate**<br><br>**Service Area** | Commissioning and Procurement – Adults and Health | **Line Manager** | Operational Commissioning Lead: Market Management and Quality |
| **Post Number/s (for existing posts)** | n/a | **Work Location** | Walton Street |
| **Work style** | Any desk | **Job Family & Role Profile** | Commissioning and contracts management (CCM08M) |
| **DBS Check Required?** | YES<br><br>If YES state level of DBS required:<br>Basic | | |
| **Politically Restricted Post?** | No<br><br>*The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.*<br>*There are broadly two categories of restricted posts:*<br>*Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.* | | |

**Job Purpose and Job Context**

Manage a team which leads on contract management, quality and improvement activities to ensure commissioned care and support providers deliver high quality, value for money services and performance in line with contractual expectations. These activities will include monitoring services in line with agreed quality and contractual frameworks, compliance with various regulations, provider development and enabling effective commercial practice. The postholder will work closely with providers, other commissioning teams, health and social care professionals and organisations such as the Care Quality Commission to deliver this role.

**Main Responsibilities and Duties**

- Lead a team of Quality Officers to ensure effective quality, value and performance across a range of commissioned care and support providers in line with agreed quality and contractual frameworks.
- Manage a team of staff in a high-pressure and fast-paced environment, including ensuring that staff are supported, and work is prioritised in line with risk.
- Ensure the team has and follows appropriate frameworks, processes and guidance to support an effective contract and quality function. This will include developing and maintaining such documentation as required.
- Support Quality Officers with, or personally lead, more complex quality and contract management visits or approaches in line with agreed frameworks, for example where there are significant quality concerns or escalating risks.
- Provide advice to Quality Officers on managing contractual and provider issues or escalating risks.
- Support the development of systems that enable the team to analysis data and information about contract performance and quality at an individual provider and whole market level, including to support the identification of

themes and trends.

- Ensure Quality Officers make the best use of the full range of data and intelligence available to support an effective contract management and quality function through the identification of poor performance and risk.
- Contribute to internal and partnership quality surveillance meetings to support effective information sharing about provider concerns and collaboratively approaches to supporting improvement.
- Work collaboratively with providers and system partners to maintain information on local support for providers.
- Maintain a high level of knowledge about services and support provided across the rest of the health and social care system in order to effectively signpost providers.
- Develop and implement quality and improvement support to shape and influence the development of the market as required.
- Produce timely, accurate and robust reports and records to support effective contract management and quality improvement functions.
- Engage with service users, carers and families on the commissioned services they receive in order to support review and improvement of service provision.
- Support the development and implementation of effective commercial practice with specific providers, such as streamlined financial arrangements and administration.
- Build and maintain effective working relationships with suppliers to support effective contract management and quality improvement functions.
- Work in partnership, with the key professionals who are involved in the care and support of service users - recognising the role, remit and authority of other professionals and how their roles sit alongside the remit and authority of the Integrated Commissioning function.
- Lead or actively participate in joint working with strategic commissioners and brokers to support an effective integrated commissioning function.
- Lead the delivery of a robust quality assurance process within the team, for example through internal audit and review.
- Ensure appropriate training and induction is in place for new staff.
- Deputise for the Senior Commissioning Lead where required.
- Contribute to an overall service-focused approach, including recommending ways in which the service can improve and contributing to wider service projects as required.
- Undertake other reasonable duties as required which are commensurate with the role.

**Accountability**

- If this role manages a budget please state the size of the budget:
- If this role monitors a budget please state the size of the budget:

No direct budget management. However, ensuring providers offer value for money or the Council will be a key part of the role.

- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. *(e.g., BCC, AVDC, WDC or CSB)*
- How many indirect reports does this job have in its reporting line?

Up to 4 direct reports (to be confirmed) at Grade 6 and 4.

**Scope for forward planning and deadlines**

| **Planning & deadline requirements** (tick all that apply): | ✓ | **Provide Job Specific Examples** |
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| | Up to 3 months | ✓ | • Planning quality and contract management approaches based on risk – this will require planning in line with risk, with visit and oversight frequency flexed accordingly.<br>• Overseeing shorter term improvements within provider organisations. |
| | 1 year | ✓ | • Planning quality and contract management approaches based on risk – this will require planning in line with risk, with visit and oversight frequency flexed accordingly.<br>• Overseeing longer-term improvement activity within a provider organisation. |
| | 3-5 years | | |

**Values and Behaviours**

We expect your values and behaviours to reflect the values of the organisation:

**Proud**

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

**Ambitious**

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

**Collaborative**

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

**Trustworthy**

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

| **Knowledge, Skills and Experience** ***(use job family to complete)*** *Please delete as necessary* | **Job Specific Examples** | **Essential** | **Desirable** |
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| Substantial relevant experience in a senior role in the service area / related profession field with expert knowledge in the specialist field. | • Expert knowledge of the different types of care available for individuals with care and support needs and the range of health and social care organisations operating in a competitive market.<br>• Significant previous experience working in a commissioning or quality related role, or within the health or social care sector. | x | |
| Substantial experience in supplier relationship management | • Building and maintaining excellent supplier relationships to support contract management, quality and improvement activities. | x | |

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| | • Maintaining relationships where there are significant or escalating performance / quality concerns. | | |
| Excellent literacy and numeracy skills. Accurate, with good attention to detail and competent and disciplined in the keeping of records. | • Signing off provider monitoring reports for staff within the team.<br>• Writing clear, concise and evidence-based reports about provider performance.<br>• Keeping clear and auditable records of contract management, quality and improvement activities. | x | |
| Excellent planning and organisational skills, with proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. | • Leading work prioritisation within team.<br>• Planning and prioritising work based on risk.<br>• Effectively managing unforeseen provider quality issues. | x | |
| Excellent knowledge of service / profession and interrelationships with other services and departments. Good knowledge of wider sector / external influences and developments. | • Leading work with health and social care partners to support quality improvement and recognising the roles and boundaries of respective partners.<br>• Developing and maintaining a very high standard of knowledge about services available across the wider health and social care system. | x | |
| Experience of contributing to strategy / market development. | • Drawing on data and knowledge about provider quality and performance to inform strategic planning and market development.<br>• Contributing to strategic projects to support market management or the development of new procurement approaches. | x | |
| Expert knowledge of relevant systems, policies, processes, regulations, professional guidelines and legislation relevant to the specialist work area. | • Knowledge of the health and social care system and the key statutory basis for this – e.g The Care Act, National Framework for CHC.<br>• Knowledge of procurement legislation applicable to local authorities and health organisations.<br>• Knowledge of regulatory requirements for different types of care provision. | x | |

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| Good ICT skills including Microsoft applications and specialist systems. | • Using Microsoft applications to produce reports.<br>• Knowledge of specialist applications to support contact and quality oversight, e.g. CMA and PAMMS.<br>• Using Power BI reports to interrogate data. | x | |
| Excellent communication, interpersonal and influencing skills. | • Effectively communicating information about provider performance both verbally and in writing.<br>• Leading challenging conversations about provider performance including in relation to high risk and escalating quality concerns.<br>• Influencing providers to understand required areas of performance improvement. | x | |
| Proven ability to build relationships, engage effectively and influence customers, partners and stakeholders, in complex situations. | • Building strong relationships with social workers, ICB colleagues and other professionals to create a climate where quality or performance concerns can be quickly and collaboratively addressed.<br>• Working effectively with partners to support complex and high-risk quality issues. | x | |
| Experience of co-ordinating partnership working and representing the organisation externally. | • Representing the organisation on external meetings across the local health and social care organisation or to lead dialogues with other local authority areas. | x | |
| Experience of identifying and managing risk. | • Understanding and clearly articulating the various risks linked to provider quality and performance and the potential impacts for individual service users, The Council, the provider and the wider care market.<br>• Responding to risks appropriately in line with quality, contractual and performance frameworks.<br>• Appropriately escalating risks for support from Specialist Commissioning Lead and senior management. | x | |

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| | • Supporting Quality Officers to understand and effectively respond to risk. | | |
| Proven research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems / issues and develop effective solutions. | • Interpreting data and information to inform strategic planning and market development activity.<br>• Interrogating and interpreting data on provider performance to support effective contract, performance and quality management activities.<br>• Monitoring provider quality and performance against agreed frameworks or improvement plans, with a focus on higher risk providers.<br>• Identifying and implementing solutions to support complex quality and performance issues. | x | |
| Experience of budget and resource management. | • Supporting the development and implementation of effective commercial practice with providers, such as streamlined financial arrangements and administration. | x | |
| Significant experience of setting standards and measures and managing contract compliance / performance. | • Developing and working within quality frameworks to support contract performance and quality activities. | x | |
| Experience of the development, motivation and supervision of staff. Proven ability to monitor their performance and if necessary, take corrective action | • Experience of managing a team.<br>• Experience of developing and implementing approaches to monitoring individual and team performance.<br>• Experience of supporting and improving individual and team performance.<br>• Experience of working with HR policies such as Health and Attendance. | x | |
| Respectful and valuing attitude to people who are vulnerable and a commitment to improving their life experience | • Committed to supporting the delivery of high quality care that meets the individual needs of vulnerable service users. | x | |
| **Qualifications** | | **Essential** | **Desirable** |
| Educated to degree level or equivalent standard | | x | |
| Relevant professional qualification. | | x | |

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| Evidence of continued professional, managerial and personal development. | x | |
| **Other Requirements** | **Essential** | **Desirable** |
| A full driving license required to be able to carry out the role *(tick as appropriate)* | x | |
| Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. | Y | |
| *This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:<br>• All unspent cautions and/or unspent convictions<br>For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) \| Nacro | Y | |

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.