



Title	Department	Post Ref
Senior Joint Market Sustainability Provider Officer	Adult Social Care and Public Health	
Job Purpose <p><i>The postholder will be responsible for overseeing the market shaping work for contracting and will implement pilots to support a sustainability market. The postholder will review contracting processes to support business as usual activities to strengthen and support the social care market. The postholder will implement provider engagement and collaborative working across the market whilst managing and monitoring sustainability risks and mitigations.</i></p> <p><i>The postholder will support the delivery of:</i></p> <p><i>“A vibrant responsive sustainable marketplace, focused on people outcomes, outcomes that make a difference to people, that supports choice, wellbeing, independence, high quality and is affordable”.</i></p>		
Key Responsibilities <ol style="list-style-type: none">1. To support and manage a specific portfolio of contracts, service agreements and other formal arrangements between the Department and service providers / partners aligned to the market shaping and market sustainability plans.2. To identify, analyse and manage market risks associated with market shaping and the market sustainability plan; recommending and informing changes to commissioning processes.3. To work to identify opportunities for improvements working with the external social care market in the achievement of the market		Key Accountabilities <ol style="list-style-type: none">1. For the accuracy of work undertaken and information provided.2. Effective supervision of staff to secure high levels of performance.3. To ensure confidentiality of information in respect of records maintained and tasks undertaken.4. To build and ensure the maintenance of effective working relationships and day to day market

<p>sustainability plan.</p> <ol style="list-style-type: none"> 4. To develop systems for the monitoring, evaluation and review of the external social care market linked to market sustainability/shaping and the market sustainability plan. 5. To develop and maintain systems for evaluation and organisation of management information aligned to the market shaping of the external market 6. To participate and lead in decision making, negotiation and problem-solving processes both internally and externally. 7. To work with all Partners (including clinical leads) and service providers to ensure delivery of an equitable service to all people who access and use services and carers. 8. To report as required to any associated Project Boards, preparing reports as required. To promote quality in service delivery through the facilitation of professional advice and guidance/ personalisation, seminars and other training geared to market shaping/sustainability. 9. 10. To develop, operate and maintain information systems allied to the market shaping plan linking in with the contracting and commissioning functions 11. To work within the market shaping strategic commissioning framework and commissioning cycle. 	<p>engagement.</p> <ol style="list-style-type: none"> 5. To promote and support high quality service outcomes and delivery. 6. To ensure that correct processes are being followed and to report to the appropriate manager so that required actions can be followed up as necessary. 7. To work efficiently and effectively and provide cover and support to other team members as necessary. 8. To ensure the principles of continuous improvement and best value are adopted and maintained at team level. 9. To be involved in the development and implementation of flexible, commissioning, contracting and funding models which support sustainability and growth. 10. To be involved to supporting market shaping comparison work, that compares to our models and approaches, under the market shaping plan. <p>Additional Activities</p> <ol style="list-style-type: none"> 11. To work with senior colleagues to develop market sustainability options, including being involved in developing standard response to provider failure, such
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12. To assist with the compilation of new outcomes & placed based design of contract specifications and tender documents in accordance with regulations and procedures and to investigate, recommend and take action in connection with any problems or difficulties arising.
13. To participate and contribute to commissioning activities as appropriate
14. To maintain a current knowledge and awareness of legislation, national best practice support tools, such as TLAP and policy, practice and procedure in the post holder's field of work and to keep others informed as appropriate.
15. To supervise and develop staff, individually and collectively, to meet both job requirements and the planned business requirements of the departments through participation in, and contribution to, formal and informal staff development and training processes

Additional Responsibilities:

16. To work in line with the Council's strategic priorities and embed our owning and driving performance programme
17. To support the development of a Market Sustainability Plan and Market Position Statement.
18. To support projects and processes aligned to the market shaping processes.

as urgent staffing solutions, or to be able to use funding projects/pieces of work with the market (private or voluntary).

12. Have oversight of the Fair Cost for Care processes and reporting.
13. Work with the market to develop improve terms of employment whilst reducing the reliance on Zero-hour contracts.



The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Good standard of literacy and numeracy skills
2. Comprehensive knowledge of
 - Legislation relating to social care contracting and national best practice.
 - Legislation/national objectives and priorities for Adult Social Care and the NHS
 - The application of quality assurance and contract monitoring principles and methods
 - Understanding of the work and challenges of an Adult Social Care and Health Department.
 - Understanding of local authority contracting policies and procedures particularly in relation to social care
 - Processes for purchasing and providing social care services
 - The range of providers in the social care services markets and issues facing them
 - Commissioning and purchasing strategies for social care.

Additional Responsibilities:

Knowledge of Social Care Reforms and Fair Cost for Care processes.

Understanding of the adult's social care market.

Personal skills and general competencies

3. Puts into practice the Council's commitment to excellent customer care.
4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
5. Works well with colleagues but also able to work on their own initiative.
6. Shares the Council's commitment to providing a safe environment for customers and staff and treating all with respect and consideration
7. Effectively sets direction for staff providing motivation for all to deliver high performance.
8. Sets challenging targets for performance of staff as well as delivering high degree of personal effectiveness.
9. Excellent oral, written and presentation skills with the ability to tailor this to the needs of different audiences.



Experience 3. Experience of purchasing, contract managing and evaluation of social care services, including soft making testing approaches. 4. Experience of working in an inter-agency settings, across complex pathways 5. Experience of effective partnership working with Independent / community and Voluntary Sector providers and with people who access and use services including informal and formal carers 6. Experience of putting equal opportunities principles into practice and working with issues of diversity 7. Experience of producing written reports and correspondence, at pace. 8. Experience of investigating and resolving complaints 9. Full current driving licence	10. Demonstrates creativity and innovation in problem solving and service improvement. 11. Takes an active role in managing risk, health and safety and safeguarding issues.
Role Dimensions 10. Responsible for identifying opportunities for improvement/innovation and the achievement and maintenance of high standards of quality and efficiency in the services provided by external social care service providers. 11. Responsible for the management of resources (including staff) and participating in business planning, performance review, inter and intra departmental working parties and processes geared to contributing to the strategic and departmental objectives whilst ensuring the efficient and cost-effective use of resources. 12. Maintenance of knowledge and awareness of relevant legislation, national best practice, policy and good practice, raising awareness among others and supporting the development, promotion and implementation of local policy and procedure. 13. Contributing to the development and implementation of effective partnership working. Working directly with staff, partners (including	



NHS, District & Borough Councils, third sector organisations and other Council departments) and operational teams in the delivery of externally commissioned social care services.

14. Providing professional support and guidance to operational teams.
15. Supporting the development and evolution of appropriate information systems and procedures, relevant to the delivery of externally commissioned social care services, and utilising this for reviewing, evaluating and reporting on service achievements.
16. Working with Procurement and commissioning colleagues to deliver tenders in line with agreed timetables.
17. Contributing to the identification and delivery of savings and efficiencies.
18. Undertake any other duties which may reasonably be regarded as within the nature of the dimension and responsibilities/grade of the post defined.
19. Deputise for Team Manager(s) if required
20. To have line management responsibilities within the team.
21. Knowledge of specialist service areas including Home care.

Please attach a structure chart