


Job Description		
Title Joint Market Sustainability Team Manager (Contracting/ Commissioning)	Service Group Adult Social Care, Health Public Protection	Post Ref Add Ref
Job Purpose <ul style="list-style-type: none">The postholder will support the market shaping objectives in developing “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”.The postholder will be responsible for joint market shaping activity that cuts across commissioning and contracting activities aligned to managing the risks in the social care & support market whilst shaping the long-term market plan and implementing the requirements of the national Social Care Reforms. This will include leading on market growth and sustainability in line with the County Council's Strategic vision. The postholder will lead and shape a team of staff to deliver and monitor outcomes, to be reported to senior managers via required governance, on short, medium and long terms initiatives. The postholder will deputise for the Group Manager(s) as appropriate.		
Key Responsibilities <ul style="list-style-type: none">1. Personally, and through team members to deliver the targets set as part of the social care reform programme in relation to the external social care market.2. To ensure that the team delivers in their role of market shaping/development aligned to the market shaping framework and supporting sustainability plan including the Nottinghamshire plan, driving the agenda to prevent and delay need.3. To ensure that the team perform under his/her line management by maintaining effective at pace, communications with staff / key partners and providing the timely/appropriate support and guidance.4. To improve people’s experience and engagement by ensuring the voice of people as experts by experience have the platforms		Key Accountabilities <ul style="list-style-type: none">1. Specified service targets within agreed resources2. Effective supervision of staff to secure high levels of performance3. Effective management and deployment of an identified budget4. Alert the Group Manager of issues that could affect performance5. Effective protocols and partnership working with care services regulator - Care Quality Commission6. To be responsible for the development and implementation of flexible, commissioning, contracting



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<p>to voice their views about what they see as good and when influencing change, across the social care on a system wide engagement plan.</p> <ol style="list-style-type: none"> 5. To act as a professional exemplar in carrying out the above duties with a 'can do' attitude and supporting a 21st century market shaping approaches and language for example people who access and use services and partners. 6. To deploy and manage assigned budgets/funding and to take corrective action where appropriate in liaison with the Group Manager. 7. To ensure that there is effective communication and joint working building positive relationships within their directorate, internal operational teams, other staff and colleagues, including wider partners across the health and care system, seeking the best opportunities, that fall under the market shaping framework and longer-term sustainability plan. 8. To inform using robust reporting process to the Group Manager of any changes in the operational environment including customer satisfaction/engagement issues. 9. To support/engage with the external to ensure sufficient supply of cost effective and good quality social care services to meet demand now and in the future, supporting and putting in place robust mitigation risk plans that reduce risk and improve impact on people accessing and using services. 10. Develop and maintain relationships with key system partners and reporting upon key data sets to an audience of senior colleagues 11. To work in line with the Council's strategic priorities and embed 	<p>and funding models which support sustainability and growth.</p> <ol style="list-style-type: none"> 7. Support the delivery of the market shaping framework and market sustainability plan. <p>Additional Accountabilities:</p> <ol style="list-style-type: none"> 8. To ensure that there are market sustainability options, including developing standard response to provider failure, such as urgent staffing solutions, or to be able to use funding projects/pieces of work with the market (private or voluntary). 9. Implementing initiatives to develop and shape a sustainability market.
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<p>our owning and driving market shaping performance programme of work.</p> <p>12.To maximises the benefits of integrated and joint approaches to strategic commissioning and market shaping, that facilitate the partners working with community sectors and which draws good assets- based resources to people who need them the most.</p> <p>13. To actively supports the Directorate to deliver Care Act responsibilities relating to both strategic commissioning and market shaping through the identification of good practice, innovative approaches and through ongoing engagement with experts of services, carers and the local social care market.</p> <p>Additional Responsibilities:</p> <p>14.To ensure that the team links in with the current Quality Assurances process enabling a robust overview of the current risks for the external social care market</p> <p>15.To support the development of a Market Position Statements.</p> <p>16.To provide contracting expertise in relation to contract variations and advise on future commissioning needs.</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

<p><i>Person Specification</i></p>	
<p><i>Education and Knowledge</i></p>	<p><i>Leadership and Management Skills</i></p>
<p>1. Evidence of continuous professional development.</p>	<p>18. Ability to influence marketplace of a wide range of organisations, supporting market to understand vision and</p>

<ol style="list-style-type: none"> 2. An understanding in how to redesign services, so they are better aligned with Council and adult's vision to support people to live a life and not a service, is fundamental, in order that the postholder can showcase skills in how they engage with a wider marketplace of organisations for example the importance in community and assets-based solutions that support alternatives to care are important. 3. Knowledge and understanding of the main issues affecting the service area with experience of market management/shaping. 4. Detailed knowledge of strategic commissioning principles and practice and use of national support tools that benefit the market in responding to changing needs and market growth. 5. Understanding in how a wide range of services are modelled in best practice terms and ability to communicate with confidence at different organisation levels of senior management. 6. Ability to undertake market comparison with other Councils, and good understanding of strategic redesign principles. 7. Good understanding of business finance information and data, including market growth data and information, that influences detailed market shaping reports. 8. A broad knowledge of the strategic priorities for health, adult social care and children's services at both a national and local level. 9. Knowledge of the principles and practice of: <ol style="list-style-type: none"> a. effective people management. b. excellent customer service. 	<p>goals and in how to support market risks, with the right solutions that enable people to receive the right outcomes.</p> <ol style="list-style-type: none"> 19. Can demonstrate the abilities to drive the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities and deal with emerging issues. 20. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels. 21. Ability to identify issues that could impact on service delivery and develop a number of options/ models to mitigate these issues 22. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels. 23. Can demonstrate leadership and strategic skill set that focuses on vision, goals and impact – the person will have the ability to influence and inspire change at system, placed based partnership and neighbourhood level <p>Additional Responsibilities:</p> <ol style="list-style-type: none"> 24. Ability to develop and own Implementation Plan for team, ensuring that key milestones are met and to take corrective action where appropriate.
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- c. appropriate risk management.
- d. budget management (where budgetary responsibility is devolved to the team manager).

10. Qualification in Social Work, health care or equivalent experience.

Additional Responsibilities:

- 11. Knowledge of Social Care Reforms and Fair Cost for Care processes.
- 12. Knowledge of national best practice tools, that support market shaping work.
- 13. Understanding of all ages adult's social care market - place, including demands across market.
- 14. Experience of management and leading a high performing team and outcomes.
- 15. Experience in working in fast pace working environments, regarding market shaping demands and communications at all levels within providers organisations.
- 16. Experience in analytical skills and ability to understand and interpret both qualitative and quantitative data to inform service development and market shaping plans.
- 17. Experienced in the use of Microsoft IT programmes, including word and power-point, use of power BI tools.

Experience

- 25. Minimum 5 years experience within the service area
- 26. Experience of planning and organising teamwork or co-ordinating complex activities
- 27. Extensive experience of complex partnership working and collaborations with a wide range of partners.
- 28. Extensive experience of the strategic commissioning of social care and health care services

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| <p>29. Experience in producing and presenting complex market shaping reports, reports that set out change, that improve outcome for people who access and use services.</p> <p>30. Experience in understanding performance data/ information and in translating the data/ information into plans.</p> | |
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Role Dimensions

- Responsibility for the development of market for social care & support in accordance with the National Social Reforms and Fair Cost for Care processes and when responding to local conditions.
- Contribute to the design of market shaping's savings, and present plans for future fit and model market redesign plans, as target operating models that support prevention.
- Oversight and performance management of contracted services to the value of circa £180m.
- Coordination and facilitation of provider engagement to enable collaborative working with over 300 social care providers.
- Leadership and direct management of up to 6 staff.
- Responsible for budget monitoring, financial authorisation, and financial forecasting for area of activity.
- Responsible for ensuring all Human Resources functions are carried out in relation to area of responsibility, including, recruitment, supervision, employees' development and training, absence management etc.
- Responsible for managing employee relations and performance management issues including, disciplinary, grievance and harassment in line with corporate policy and guidance.
- Responsible for developing and maintaining partnership and engagement with statutory agencies to enable joint commissioning and contracting of social care and health services.
- Responsible for operational management and oversight of all staff within service area of activity.
- Responsible for the development of and implementation of the Team's Strategic and Implementation Plans with short-, medium- and long-term initiatives.
- Responsible for creating immediate stability in the social care market.
- Responsible for implementing projects and pilots to create a sustainable market.

Please attach a structure chart