Commissioning & Contracts Officer – Housing Strategy & Commissioning

Grade – SO2

Job Description

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| Job Purpose |
| Working as part of the Council’s Housing Strategy & Commissioning Team reporting to the Commissioning Specialist. The post holder will support commissioning and strategy development; work with operational and professional staff in determining purchasing requirements; procure, negotiate, establish, and monitor contracts, leases, service level agreements and quality standards for provider led accommodation including supported accommodation; support the delivery of Local Authority led accommodation; play a key role in operationalising accommodation based services and provide an ongoing housing contact once established; establish and oversee operational processes for the effective delivery of services and ensure that effective contract information and administrative systems are maintained. The role will focus on Housing but will be required to work in partnership with children and young people’s (CYP) and adult social care (ASC) to help meet the accommodation requirements of service users.  |
| Major Tasks  |
| * In consultation with service delivery managers, commissioners, and other operational managers, proactively contribute to the delivery of accommodation and housing related support services to meet need across Housing/Homelessness, CYP and ASC in line with business plans and commissioning strategies.
* Liaise, develop, and negotiate appropriate agreements, leases, and contracting arrangements with housing providers to support the ongoing delivery of accommodation-based solutions and safeguard the needs of service users and the Council. This will involve the co-ordination of building modifications, legal compliance, and liaison with operational and corporate business units.
* Support the delivery of Local Authority led accommodation and play a key role in the operationalising and ongoing oversight of Local Authority accommodation and supported accommodation services.
* Seek the necessary advice to enable consideration of the most suitable procurement and contracting route for housing support services to include pre-engagement, scoping, tendering, contract drafting, contract management and procurement.
* Incorporate quality and performance standards into agreements to allow the ongoing monitoring of services utilising an outcome-based approach where appropriate.
* Implement and manage performance of operational processes and agreements to support the ongoing delivery of accommodation and associated support services and make recommendations for improvements where necessary.
* Manage, monitor, and challenge where necessary, the performance and compliance across a range of contracts, SLA’s and lease agreements with housing and support providers to ensure delivery in line with agreements.
* Assist with mediation and relationship management between third party Housing Providers and associated Care & Support Providers where the SLA in place lacks clarity of responsibility or where Housing Providers are not fulfilling their obligations to the property and/or the tenant.
* Work with and present data in a simple and meaningful way from the management of contracts, agreements, and systems to help evidence performance, support improvement and to inform commissioning.
* Participate in work with colleagues to identify areas of services for development or change, and assist in producing purchasing plans, business cases and strategies to meet service needs within available budgets.
* Regularly review housing supply and demand data to ensure an up-to-date picture of housing supply across all areas to help feed and inform commissioning requirements and to support the regular updating of strategies.
* Provide oversight of accommodation quality and any associated support services utilising accreditation, frameworks, and approved lists where appropriate.
* Contribute to reviews of policy documents such as the housing allocations policy to ensure this can translate into operational delivery.
* Work co-productively with housing providers to influence new housing delivery and manage availability of existing stock to ensure it best meets the housing needs for the borough.
* Facilitate and support on financial negotiations on contracts as appropriate for the contract and service area.
* To take responsibility for the management of service review processes
* To ensure that regular consultation with service users is established and maintained, and that the results are considered in the development of purchasing plans, quality standards, and service monitoring.
* To contribute to purchasing plans and complex reports on contracted services, including presentation of information to senior management
* Undertake market research and analysis.
* Use and encourage innovative approaches to obtain better value and drive down costs or achieve cost avoidance.
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| Contacts & Relationships |
| * The post holder will be expected to liaise with a wide range of colleagues across the council including SDM’s and Officers.
* Regular liaison with representatives of external suppliers, housing providers and voluntary organisations will be required.
* Consultation with service users and community representatives
* All the above will support the postholder to collect and interpret information, to evaluate effectiveness of services, understand ongoing needs and to make recommendations for decisions.
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| Creativity |
| * Under the supervision of the programme manager and commissioning specialist the post holder will be expected to work creatively and make recommendations for improvement in the following ways:
* By using performance data to highlight any underperformance and make suggestions for improvement.
* Recommending changes to operational process and agreements that increase efficiency.
* Highlighting gaps in accommodation supply and making suggestions that can then be used to inform commissioning.
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| Decisions |
| * Operational management of contracts and agreements will be delivered autonomously by the post-holder.
* The post holder will be expected to escalate ongoing or serious issues to the commissioning specialist for approval with clear recommendations of how to approach and resolve.
* The post holder will be expected to make recommendations to senior officers on commissioning and contract management improvement and efficiencies
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| Management & Supervision |
| * The post holder has no direct responsibility for the management of staff however will work in a matrix management structure on specific projects to manage delivery.
* The post holder will work jointly with other team members and as a more senior post holder will be expected to guide and co-ordinate work.
* The post holder will prioritise their own work on a day-to-day basis.
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| Supervision Received |
| * The post holder will receive supervision from the Housing Commissioning Specialist.
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| Complexity |
| * Requires an ability to interpret guidance and best practice on Housing, Contract Management and performance and apply this knowledge to ensure continuous improvement of the service.
* The post holder will make recommendations for complex situations associated with contracts, leases, and agreements where precedent does not apply.
* The post holder will use their extensive Housing experience when supporting commissioning and contract management for accommodation, including to meet requirements for ASC and CYP.
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| Resources |
| * The post holder will use Council financial systems for the payment of invoices.
* Information governance procedures to include the handing of data which may include personally sensitive information and commercial information provided by companies.
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| Impact |
| * The role ensures that the council’s statutory duties to provide housing and specialist accommodation through robust commissioning and procurement are compliant with all specific legislation, which reduces the risk of legal challenge.
* The role ensures that accommodation and associated support services are delivered to the required associated standards.
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| Physical Demands |
| No notable physical demands but long periods of sedentary work may be experienced. |
| Working Environment |
| * Normal Office/Business environment with occasional visits to housing provider premises, accommodation sites and attendance at meetings with other Councils off site
* Mobile working is encouraged with regular office days in line with the wider team.
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| Emotional Context  |
| * The Post holder does have occasional contact with upsetting and or distressing matter when reviewing data to shape the commissioning of services, advising, or supporting colleagues.
* The post holder will occasionally be required to talk with distressed family members or representatives of those receiving accommodation-based services where there has been a problem.
* The post holder will be exposed to supplier frustration and challenging behaviour when a supplier loses a tender or is challenged over performance
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| Other |
| * The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.
* The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.
* The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.
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Person Specification

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| Criteria | Standard |
| Qualifications | * An Honours degree or its equivalent in terms of a combination of relevant qualification(s) and experience
* Housing qualification or equivalent
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| Experience | * Experience of supporting the commissioning cycle including end to end procurement and contracting services in the public sector
* Experience of managing a range of contracts and agreements to optimise performance
* Experience of writing contracts and tendering for services
* Experience of Housing and accommodation including specialist and supported accommodation.
* Experience of effective project management
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| Knowledge | * Good understanding of housing regulation including specialist and supported accommodation
* Knowledge of contract and performance management approaches across a range of contract and agreement types
* Knowledge of the commissioning cycle
* Knowledge of supplier and provider markets and supplier and provider positioning.
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| Skills | * Ability to multitask and manage diverse stakeholder groups
* Good interpersonal skills including all forms of communication, negotiating and project planning skills.
* Ability to schedule and prioritise workloads routinely and for deadlines
* The ability to problem-solve and apply creative solutions to situations when undertaking his/ her professional work.
* A competent user of the MS office suite
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| Personal style & behaviours | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages.
* An understanding of and a commitment to complying with the Council’s policies and procedures.
* Develops good relationships with others by behaving with integrity, treating people with respect and leading by example.
* Promotes diversity and equality of opportunity
* Take personal responsibility under and abide by the Health and Safety Policy
* The capacity to adapt to changing requirements and to innovate in order continually to develop and improve service.
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| Fluency Duty | This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.More information is available at: <http://ecouncil/Fluency/Pages/default.aspx>The officer is required to converse regularly with customers and must be able to express themselves very fluently in complex situation to support negotiations, relay legal information, procurement policy and practise  |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| Type of criminal records checks required for this post | Ticked as required |
| None | x |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>