

# Hertfordshire County Council Job Outline



**JOB TITLE:** Commissioning Officer  
**GRADE:** H9  
**REPORTS TO:** Commissioning Manager  
**TEAM:** Integrated Accommodation Commissioning Team  
**DEPARTMENT:** Adult Care Services

## Purpose of the Job

- To contribute to the development and implementation of commissioning strategies for Hertfordshire residents who need community services
- To successfully deliver commissioning projects
- To undertake analysis and reviews in order to understand and improve services
- To work with a wide range of organisations, agencies, service users and carers to develop and improve care models. Particularly with NHS colleagues
- Contribute to market shaping and facilitation

## Main Areas of Responsibility

### Accountabilities and Responsibility:

- To deliver projects on time and to budget
- Maintain effective and positive links with operational staff and providers
- Develop and maintain strong links to the provider market
- Engage and involve relevant stakeholders in service development.

### Skills and Experience:

- Commissioning of services/service development
- Strong analytical skills - being able to interpret and use financial and needs data, and communicate analysis to different audiences
- Experience of partnership working with multiple agencies and stakeholders
- Project management qualification, skills and experience
- Ability to successfully balance and manage multiple competing priorities and projects
- Research and analysis skills.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

### **Personal Effectiveness**

- Demonstrates passion and purpose about the contribution you and your team make to the citizens of Hertfordshire, the health and social care system and Hertfordshire County Council
- Uses a range of communication styles in order to influence decisions and actions. Able to communicate things to a wide range of audiences
- Identifies opportunities for co-operation and can work well across teams and organisations and can break down barriers to partnership working
- Works as part of a busy team
- Self-motivated and able to carry out tasks without supervision
- Approachable and professional
- Flexible and adaptable and has a 'can-do' approach.

### **Leadership**

- Demonstrates accountability for the delivery of commissioned services
- Works with stakeholders to influence change and encourages flexibility and organisational agility
- Accepts responsibility for own performance and proactively seeks feedback
- Develops and maintains productive working relationships with partners, providers and colleagues
- Sets clear standards of behaviour and performance and leads by example
- Works with stakeholders to influence change and encourage innovation
- Demonstrates an understanding of problems and works proactively and positively to address underlying issues.

### **Working in Partnership**

- Generates energy and enthusiasm amongst team members, where team members work together to achieve shared goals, giving recognition for team and individual achievement
- Works well with others to solve problems through joint working
- Actively participates in cross-functional networks and groups and promotes the needs of people in the community
- Quickly establishes a strong working relationship with external partners, especially people using services, carers and providers.

## **Equality and Diversity**

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on [hertfordshire.gov.uk](http://hertfordshire.gov.uk), on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.