

## Job Profile

**Job Title:** Pathways Commissioning Officer

**Job Grade:** Level 4 Zone 1

**Salary Range:** Starts at £40,652

### About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. To be responsible for the day-to-day contract management process for a range of Pathway services in Camden. To work with the Strategy and Commissioning Manager on service reviews and work with providers and users to manage change effectively.

### About the team/service

This team works with partners and stakeholders to commission quality, value for money, effective services for single people with support needs living in hostels, supported housing or refuges, and floating support services.

### About the role

- Take responsibility for the day-to-day monitoring and performance management of a range of Pathway services (contracts and service level agreements), ensuring robust and effective management, monitoring and performance systems are in place and services are reviewed in line with local policy and the Council's Standing Orders.
- In line with the Pathway Commissioning Strategy, work with the Strategy and Commissioning Manager to initiate change to services where appropriate, lead on specific areas as required, and work closely with providers in delivering an effective change management programme.
- Working within a project management environment (i.e. managing project plans), lead on and manage specific projects.
- Contribute to the development and implementation of a quality assurance and continuous improvement system for the delivery of Pathway services in Camden to ensure that high standards of services are delivered and maintained.
- Ensure that all areas of risk to services and service users are identified and systems are in place to manage risk effectively.
- Together with the Strategy and Commissioning Manager, undertake complex negotiations with service providers and stakeholders and represent the Council at joint planning forums and meetings relating to the Pathway
- Keep up to date and accurate records of all work undertaken ensuring that documents are stored appropriately and in line with agreed procedures.
- Contribute to the positive reputation of the Pathway programme in Camden by promoting and maintaining good practice and high professional standards, including assisting with the delivery of an effective and responsive communications and information service within the team

### About you

- Good working knowledge of quality systems and ability to develop and implement performance monitoring and review arrangements
- Proven knowledge of corporate and national programmes relating to vulnerable client groups
- Experience of working within services for vulnerable people in the statutory, voluntary or private sector

- Experience of managing contracts and/or service level agreements
- Experience of delivering targets under pressure and working successfully to tight deadlines
- Good written and verbal communication skills
- Experience of data analysis and using IT programmes such as Excel

**Work Environment:**

The Housing Commissioning and Partnerships Team is a fast paced, busy operation, often working to tight deadlines. The postholder must be able to work effectively in this environment and deliver a service that responds to the many demands required of it.

**People Management Responsibilities:**

N/A

**Relationships:**

Post holder is expected to develop and maintain professional and positive working relationships with a range of stakeholders involved in the Pathway programme, including the Pathway Joint Commissioning Group, Councillors, service providers and service users.

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,