

Job Profile Information: Commissioning Officer

This supplementary information for *Commissioning Officer* is for guidance for Job Level 4 Zone 1

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

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.

Example outcomes or objectives that this role will deliver:

- 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

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.

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.

Technical Knowledge and Experience:

- 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

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

Housing Commissioning and Partnerships Team (January 2018)

