

# LONDON BOROUGH OF TOWER HAMLETS

<b>JOB DESCRIPTION</b>		
<b>Post Title:</b> Service Head, Commissioning and Health	<b>Post No.</b>	<b>Grade:</b> Service Head Band 1
<b>Directorate:</b> Adults Services		
<b>Responsible to:</b> Director Adults Services		

## JOB PURPOSE

The commissioning and market development of services for vulnerable adults, children and young people purchased on behalf of the London Borough of Tower Hamlets from external statutory, voluntary and commercial providers, jointly where appropriate with NHS and other partner organisations, ensuring that the highest quality of service is provided at all times and that value for money is achieved. Leading the development of joint working and partnerships with the NHS locally. The post holder may, under partnership agreements with NHS partners, be responsible for commissioning health services on their behalf. Management of the housing related support programme and brokerage functions. Children's Commissioning, Adults Strategic Commissioning, Housing related support commissioning, Access to resources/ brokerage functions, Mental Health Commissioning and Contract management of commissioned services

## KEY RESULT AREAS

- To accelerate the rate of progress in Tower Hamlets by leading change within the service functions for which the post holder is responsible, leading to a transformation in the quality of life for residents and service users.
- To formulate and implement Departmental priorities, initiatives, policies and procedures to bring about improvements to service delivery and performance, leading to a transformation in the quality of life for children, young people, adults and their families and carers.
- To promote partnership and integrated service provision with children, young people, adults, families and carers, the third sector and other independent providers, NHS partners, other Council Directorates and

other public service agencies, and local networks and Local Area Partnerships.

- Within the framework of the Tower Hamlets Partnership, to promote partnership and integrated service provision with service users and their carers, the third sector and other independent providers, NHS partners, other Council Directorates and other public service agencies, and local networks and Local Area Partnerships.
- To ensure that all services are person-centred, promoting independence, opportunity and choice within the resources available, statutory requirements and the Council's agreed eligibility criteria, policies and strategies.
- To ensure that high quality services are provided to children, young people and families through the application of innovative approaches and high standards of customer care, seeking to deliver performance in all areas that is as good as or better than any other local authority in the country.
- To ensure all services have effective mechanisms in place to protect, prevent and assess the safety and welfare of children and vulnerable adults.
- To ensure services managed make an effective contribution to robust and comprehensive business and strategic planning across the Directorate.

### **FINANCE AND STAFFING DIMENSIONS**

Gross Budget tbc

Staff tbc

### **AREAS OF RESPONSIBILITY**

Access to Resources, Special Projects, Strategic Commissioning, Children's Commissioning, Supporting People with close links to Tower Hamlets Clinical Commissioning Group (CCG)

### **LEADERSHIP AND MANAGEMENT.**

1. To deputise for the Director as required, carrying out corporate responsibilities on their behalf, including attendance at MAB, Cabinet, and management and partnership meetings and committees
2. To promote the Council's philosophy of putting service issues first at every opportunity and to put in place management arrangements that work to action this.

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3. To prepare an annual service plan in line with the overall targets and aspirations of the Council.
4. To negotiate and manage the service's budget in accordance with the Council's standing orders and financial regulations, obtaining value for money and the optimisation of income where applicable.
5. To ensure that the services provided are flexible to meet the changing needs of the Council, its users and its multi cultural community, whilst fulfilling statutory responsibilities.
6. To lead the service's management team ensuring that the Council's aims and objectives are incorporated in the service strategy, team plans and individual personal targets.
7. To initiate, manage and implement organisational reviews that will transform the division into an efficient, cost effective and competitive service.
8. To motivate, train and empower staff to optimise their skills and output and to promote effective employee relations.
9. To monitor and assess the performance of staff within the context of service plans providing advice, support and remedial action where necessary.
10. To conduct individual performance and development reviews with staff and establish individual plans and targets.
11. To ensure that all duties and responsibilities are discharged in accordance with the Council's Health and Safety at work policy.
12. As directed, to undertake such additional duties and responsibilities that may arise from time to time and are commensurate with the grade of the post.
13. To promote the Council's philosophy of putting service issues first at every opportunity and to put in place management arrangements that work to action this.
14. To prepare an annual service plan in line with the overall targets and aspirations of the Council.
15. To negotiate and manage the service's budget in accordance with the Council's standing orders and financial regulations, obtaining value for money and the optimisation of income where applicable.
16. To ensure that the services provided are flexible to meet the changing needs of the Council, its users and its multi cultural community, whilst fulfilling statutory responsibilities.
17. To lead the service's management team ensuring that the Council's aims and objectives are incorporated in the service strategy, team plans and individual personal targets.
18. To initiate, manage and implement organisational reviews that will transform the division into an efficient, cost effective and competitive service.

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19. To motivate, train and empower staff to optimise their skills and output and to promote effective employee relations.
20. To monitor and assess the performance of staff within the context of service plans providing advice, support and remedial action where necessary.
21. To conduct individual performance and development reviews with staff and establish individual plans and targets.
22. To ensure that all duties and responsibilities are discharged in accordance with the Council's Health and Safety at work policy.
23. As directed, to undertake such additional duties and responsibilities that may arise from time to time and are commensurate with the grade of the post.

### **MAIN RESPONSIBILITIES**

1. To lead and manage the Directorate's strategic commissioning support services as set out in job purpose, this portfolio may change from time to time within the general scope of adults and children's services commissioning and health.
2. To ensure that robust commissioning strategies and frameworks are in place so that sufficient high quality services for vulnerable adults, children, young people and families are provided in Tower Hamlets.
3. To be the responsible and accountable officer for the commissioning and quality assurance of housing related support, services for adults requiring social care services and their carers, Children and Young People in the borough of Tower Hamlets, ensuring these reflect the Council's core values and best meet the needs of the borough's multi-cultural community
4. To manage contracts for service delivery, ensuring effective and efficient delivery of better outcomes for vulnerable adults, children, young people and families.
5. To ensure that high quality services are commissioned for vulnerable adults, carers, children and families through the application of innovative approaches and high standards of customer care, seeking to deliver performance in all areas that is as good as or better than any other local authority in the country.
6. To be responsible and accountable for ensuring that all activities under the postholder's control comply with the duties and requirements placed on them by all relevant legislation.
7. To fully participate in the Adults Services Management Team and to be responsible, along with the other members of the management team, for a coordinated approach to service development and delivery, to optimise outcomes for service users.
8. To be accountable for the commissioning and housing related support budgets and ensure budgets and resources are properly managed in

accordance with council policies and priorities, standing orders, and financial regulations and that budgets and resources deliver value for money.

9. To ensure that all services are person-centred, promoting independence, opportunity, and choice, within the resources available, statutory requirements, and the Council's agreed eligibility criteria.
10. To work internally, with NHS colleagues and others to ensure that as far as is possible care and support services are experienced by service users as 'joined up' across organisational boundaries.
11. To ensure effective joint working with other relevant services both within the Council and in other partner organisations.
12. To promote support to vulnerable adults, children and families in making a positive contribution to their community, and to improve the links between targeted services for vulnerable adults, children and families and universal public and commercial services.
13. To lead the development of joint working and partnership with the NHS locally. This includes working with the Mayor and Elected Members on health related matters, acting as chief operating officer to the Health and Wellbeing Board and acting as the Council's representative on the Tower Hamlets Clinical Commissioning Group.
14. To work with NHS colleagues to develop joint commissioning mechanisms where this is to the benefit of service users and patients without compromising the ability of the Council to deliver services or restricting the achievement of objectives and performance targets.

### **CORPORATE DUTIES**

1. To work actively with the Head of Paid Service, Corporate Directors and other senior managers to ensure services are integrated at the point of delivery.
2. To support organisational change ensuring appropriate systems of performance and development, communication, quality measures, monitoring and review are in place.
3. To work as part of multi-disciplinary project teams to enable the breaking down of departmental barriers and encourage the concept of both internal and external; partnership working.
4. To work with key stakeholders, local residents and the voluntary sector in improving service delivery and promoting creative and innovative ways of tackling local problems ensuring services are developed which meet the needs of our ethnically diverse community and are accessible to all users.
5. To promote a positive image of Tower Hamlets and represent the Council at local and national level, attending and presenting at such conferences, seminars and working parties as may be required.

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6. To provide professional advice to Members and other officers on areas of services delivery within the service's span of control.
7. To take active steps to achieve the Council's objective of a 'Workforce to Reflect the Community'.
8. To comply with the Council's Constitution and to advise the Head of Paid Service, elected Members and committees as appropriate.

**PERSON SPECIFICATION**

***Service Head, Commissioning and Health***

**Knowledge and Experience**

- Significant experience of managing at a senior level in a relevant field
- Proven experience of leading and managing change, including cultural change, resulting in measurable service improvement.
- Experience of financial management, budget monitoring and control
- Extensive experience of managing staff within a performance management framework
- Extensive experience of writing reports which are clear and accessible to a variety of audiences
- Experience of building and maintaining positive working relationships both within the organisation and with external bodies
- Knowledge and understanding of the legal, practice and financial framework governing adult social care, Supporting People, and homelessness services in local government and its wider environment
- Knowledge and understanding of commissioning methodologies and processes
- Knowledge and understanding of performance management and quality assurance principles, systems and methods
- An understanding of customer care principles, systems and methods.

**Leadership and Management Framework**

**Engaging with Others**

- Ability to establish positive working relationships and to work closely with elected members, chief officers, council staff, external agencies, community groups and individuals
- Excellent communication skills with the ability to engage a wide range of audiences
- Ability to work across service boundaries in order to promote strategic objectives
- Effective leadership and motivational skills which create enthusiasm in others by the effective modelling of professional behaviour
- Excellent interpersonal negotiating and influencing skills
- Confident professional demeanour which commands confidence
- Political sensitivity
- High standard of personal integrity

### **Achieving Results**

- Ability to manage the services within this portfolio within a performance management framework to ensure the efficient and effective delivery of quality services
- Ability to respond positively to changing demands and to deliver work to tight deadlines
- Ability to create excellent public services which meet the needs and wishes of diverse, local communities
- Analytical skills including the ability to identify trends and developments from complex data and information and the ability to find solutions to complex problems
- Strategic, operational and financial management skills
- Commitment to excellent customer focussed public services
- Commitment to joint and team working and to finding mutually satisfactory outcomes through partnership work

### **Valuing Diversity**

- Demonstrable commitment to combating discrimination and disadvantage both in employment and service provision.
- Proven and demonstrable commitment to principles and practice of equal opportunities in employment and service delivery.

### **Learning Effectively**

- Responsible for own learning and evidence of continuous professional development
- Able to share good practice and experience and learn from others

### **Circumstances Particular to the Job**

- Willing to work outside normal working hours to attend public and Council meetings and to achieve deadlines
- The post requires a satisfactory DBS Enhanced Disclosure on appointment and at least once every three years thereafter