

Job Description



Job Title: Commissioning Assistant	Service Area: Commissioning	
Directorate: Strategic Commissioning and Community	Post Number: 20123/61978	Evaluation Number: 1221
Grade: SO2 (1 FTE)	Date last updated: May 2016	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

SERVICE TRANSFORMATION

Joined up horizontal working, integrated multidisciplinary delivery and matrix management. These are just a few of our initiatives which centre our services on Adults, families and carers. The Strategic focus includes championing service transformation, breaking down traditional silos and improving outcomes for Adults, families and carers through more holistic and productive ways of working.

Overall Purpose of Job

To work flexibly within a dynamic team as directed by the Strategic Commissioning Manager, ensuring continuous cover and support is provided to the operation teams within Adults Services. To act as a member of a team providing an effective and efficient support service to the operational teams within the Service, ensuring all functions are carried out to a high level of accuracy.

To assist the manager in changing internal and external priorities and support the Team to deliver the key strategic aims of the organisation and to ensure that the citizens of Newham have high quality services which safeguard and promote their welfare.

Job Context

1. The post holder reports to a Commissioner.
2. The post holder has no line management responsibility for staff.
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
4. The postholder is required to provide in conjunction with other staff, telephone cover for the Directorate, Monday to Friday, from 8:00am-6:00pm.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To store, retrieve, manipulate, transmit and receive information electronically, using Outlook; Word; Excel (including pivot tables), PowerPoint and Project.
2. To have the ability to use all Social Care information systems, which include finance systems.
3. To have a clear understanding of all business processes the systems support to enable analysis of data and assist with the profiling of services commissioned, providers in the market place, needs analysis and market development requirements.
4. To provide support to colleagues where required to develop processes to capture information requirements to deliver commissioning requirements for performance and market management relating to the service requirements.
5. To create, manage and manipulate information whether relating to, staffing information, customers or any other service requirement, this will include producing bespoke and complex reports.
6. To assist the Strategic Commissioning Manager manager to review and streamline business processes across the Service.
7. To create and develop good working relationships across both the department and external agencies (private and voluntary agencies).
8. To develop and maintain systems for booking training sessions, advising participants, organising venues and refreshments.

9. To support with the manager and Service Managers with administrative tasks as required
10. To organise events, ensuring all activities run efficiently by co-ordinating diaries, booking venues, and supplying relevant information.
11. To be a source of advice and guidance, both for customers and colleagues on services, policies and processes including queries relating to commissioning.
12. To support commissioners in the delivery of commissioning reports.
13. Providing support to commissioners in the planning and specification of projects and their development.
14. Supporting commissioners in the monitoring of bespoke activity relating to individual projects or pilots.
15. Delivery of detailed monitoring reports on a regular basis identifying progress and risks across the projects.
16. To work collaboratively with colleagues in the Operational Support Team to meet changes in demand.
17. To be responsible for quality assuring the information and data produced by the operational teams. To ensure accurate data is reported.
18. To maintain excellent customer service in all areas of work.
19. To draft correspondence and reports on behalf of Management.
20. To assist with complaints and members enquiries from service users, staff and other agencies and to assist by ensuring that an appropriate response is made by the Service, in all situations.
21. To be tactful and have respect for the need for confidentiality in relation to personal, confidential and sensitive issues to all parties concerned, including staff and service users.
22. To provide cover for other appropriate staff
23. To keep up to date and comply with corporate and directorate policies and procedures.
24. To be an ambassador for Newham's vision for adult services and the delivery of Newham council diversity and equalities strategy in all aspect of their work. To lead by example in championing this commitment and contribute to an environment of positivity forward looking, result orientated business culture.

25. To attend and contribute to one to one supervision and appraisal sessions with direct line manager.
26. To undertake mandatory and other relevant training as required, including own personal development.
27. To work with other Operational Support (OS) Officers, OS minute takers and OS Assistants and other staff across adults to share skills, experience and knowledge to support policy developments and improve quality standards within the service area.
28. To ensure that health and safety policies and procedures are followed at all times.
29. To undertake all the above with minimum supervision.
30. To undertake such other duties, within the competence of the post holder, which may be required from time to time.

Personal Specification



Job Title: Commissioning Assistant	Service Area: Commissioning	
Directorate: Adult Social Care Commissioning	Post Number: 20123	Evaluation Number: 1221
Grade: SO2	Date last updated: June 2016	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE:	
To have an understanding of social care and the process of commissioning.	Application Form/Interview
To have good knowledge and understanding and use a wide range of ICT applications,	Test
To have good understanding and use internal social care systems	Application Form
A clear understanding of Local Authority Adults Services and Newham's Vision	Interview
A demonstrable understanding of Equal Opportunities policies in respect of Service delivery and employment.	Application Form

<p>Good standard of literacy (including spelling, punctuation and grammar) and numeracy.</p>	
<p>EXPERIENCE:</p> <p>Experience of working in a Social Care office or setting or similar</p> <p>Experience of working efficiently, effectively and accurately in a busy office environment.</p> <p>Experience of working on own initiative and with minimum supervision.</p> <p>Skilled at accurately analysing and interpreting complex quantitative and qualitative data, presenting summary information in a clear and concise format.</p> <p>Excellent communication, influencing and networking skills and ability to negotiate effectively and achieve desired outcomes.</p>	<p>Application Form</p> <p>Application Form</p> <p>Test</p> <p>Test</p> <p>Application Form</p>
<p>SKILLS AND ABILITIES:</p> <p>Puts into practice the Council's commitment to excellent Customer Care.</p> <p>Ability to make decisions at a level appropriate to the role, achieve success, create innovation and embrace change.</p> <p>Ability to work under pressure.</p> <p>Planning and Organising Ability to organise own workload and to ensure work is completed to a high standard and to deadline.</p> <p>Ability to successfully plan and deliver administrative projects over a period of several months. (e.g. to co-ordinate an</p>	<p>Application Form</p> <p>Application Form</p> <p>Test</p> <p>Interview</p> <p>Application Form</p>

<p>event)</p> <p>Problem Solving and Initiative Experience of contributing and using judgement to find innovative ideas in order to solve problems.</p> <p>Management and Teamwork To demonstrate continuing development related to role and contribute positively to the process of supervision and appraisal.</p> <p>Ability to work effectively as part of a team, participate at team and corporate meetings, sharing best practice and developing effective working relationships.</p> <p>Communicating and Influencing Good communication skills (orally and in writing) ability to elicit information to identify specific customer needs</p> <p>Ability to deal with sensitive information in a confidential manner.</p>	<p>Application Form</p> <p>Interview</p> <p>Interview</p> <p>Application</p> <p>Application Form</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to work in a flexible way.</p> <p>Taking personal responsibility for making things happen.</p> <p>Dynamic and driven to achieve personal and team goals.</p> <p>Ability to work efficiently and effectively and actively looks for ways of improving services and outcomes for customers. Taking pride in delivering high quality work</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>OTHER SPECIAL REQUIREMENTS:</p>	

This post is subject to an enhanced DBS check.

Satisfactory clearance at conditional offer stage.