Staffordshire County Council

Commissioning Support Officer

Grade 5

About the Service

Insight has evidenced that Staffordshire is a great place to live. Most families are happy, safe and have loving homes, however there are some families who face challenges that mean they cannot thrive in the way they want to. We are committed to developing a system and a way of working that will enable Staffordshire's children to thrive within their own families and communities by addressing the root causes of difficulties for the whole family at the earliest point. Staffordshire's Children's Service aims to:

a. Maximise the achievement of better outcomes for families in Staffordshire using all available resources, effectively and efficiently.

b. Support safer, healthier, thriving children whose needs are met within their families and communities where it is safe to do so, reducing the need for higher cost, complex interventions.

c. Provide high quality statutory Children's Service (Staffordshire County Council's children's services are currently rated as "Good" by Ofsted) that only works with those children and families who require this specialist level of intervention.

Our commissioning is focused upon reducing demand. We recognise that our commissioning must be evidenced based and future focused. Whilst the service within the cusp of statutory care is dealing with the issues that are presenting today we expect to commission services, relationships and practice smartly to prevent those issues presenting in the future.

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About the Role

The Commissioning Support Officer will be required to support Senior Partnership & Commissioning Managers and Commissioning Officers within the Team to plan, deliver and monitor the implementation of commissioning projects and subsequent delivery. This role will be required to work with a wide variety of stakeholders and partners in supporting the Children and Families service to:

- Help understand the needs of Staffordshire children, young people and their families by undertaking research and engagement activity;
- Support performance monitoring activity for commissioned services;
- Support the Commissioning Team to ensure the delivery of outcomes within available resources, and to achieve best value for money

Reporting Relationships

Responsible to: Finance & Contracts Monitoring Officer

Responsible for: N/A

Key Accountabilities:

1. To use, maintain and monitor extensive and varied SCC ICT packages for the input and retrieval of data, use of office email and intra/internet facilities.
2. Assistance with the maintenance and monitoring of commissioning budgets, including raising invoices, payment of accounts through the County Council's Finance systems.
3. Assistance with the development of publicity and other information including website development as appropriate for commissioned services and support.
4. The production of high-quality documents, and spreadsheets. Presentations

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5. To establish and maintain appropriate pending, filing and information systems, which will include maintaining a range of databases.

6. To organise events on behalf of managers as required including booking rooms, publicity, responding to enquiries, maintaining databases of attendance and registration.

7. To undertake research activity and plan engagement opportunities to support the Team in the development of new ways of working.

8. To undertake any other duties required by management which are commensurate with the grading of the post.

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Person Specification

Qualifications/Professional membership

- GCSE English or equivalent
- NVQ III in Business Administration or equivalent

Knowledge and Experience

- An understanding of the Council as a commissioner of services, and of the County Council Operating Model
- An understanding of the financial constraints facing the service areas
- Computer literate with an appreciation of the use and application of data collection and analysis techniques
- Experience of monitoring budgets
- working with internal/external customers to provide a quality service
- Understanding the Council and its changing role in the community.

Skills

- Good organisational skills and the ability to work under pressure.
- Demonstrate relevant numerical skills required to complete the full range of financial transactions
- Commitment to an excellent service and the achievement of high-quality standards

This post is designated as a casual car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.