

## Care Home Contracts Team Leader Grade 11

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

The Care Home Team sits within the Council's Commercial function, which plays a key role in supporting the Council to select, award and manage contracts for the supply of goods, services and works. Commercial plays an active role in driving down spend and striking the best contractual terms with suppliers, and in developing our organisation's ability to think and act in the commercial interests of the Council and the people it serves. The Council's corporate strategy pledges to deliver value for money for residents

and businesses and live within our means. A strong commercial approach involves understanding and shaping the Council's spend, having robust commercial processes in place, maintaining effective relationships with suppliers and helping the Council to get upstream of and make evidence-based commissioning decisions.

The Care Home Team has responsibility for the management of 850+ contracts with external providers of residential and nursing care homes, delivering care services to circa 3,600 residents, at a gross cost to the Council of circa £241 million per year.

The Care Home Team:

- holds care home providers to account in meeting their contractual obligations, and where needed reminds the Council of its own contractual obligations;
- maintains effective relationships with care providers;
- develops and applies contract management processes and related information systems, including processes for contract issuance, notices, variations, novations, suspensions and terminations, and for monitoring contract compliance;
- contributes to the Council's quality assurance and provider failure processes, including helping identify emerging risks, issues and mitigations;
- helps to shape and apply contract documentation and specifications;
- handles disputes, complaints and queries from care providers;
- supports care commissioners to secure planned outcomes and value for money.

## About the Role

The role involves managing and supervising the Care Home Contracts Team in delivering the functions set out above, and leading on wider contract management functions as they apply to care home contracts. In particular, the role involves promoting good relations with care home providers and care home owners, making sure care providers comply with their

contractual obligations and are held to account for any breaches, and overseeing robust systems for ensuring the Council's contracting arrangements are robust.

The supplier market for care homes is relatively large and can at times be challenging, with care homes entering/exiting the market, changing ownership, facing regulatory action by CQC, or sometimes ceasing to trade at short notice. As such, the role will at times feel pressured and will require both a degree of resilience and problem-solving skills, but equally the role is well aligned to wider functions across commissioning, quality, brokerage and finance, which by working together are well placed to share and manage those pressures.

## **Reporting Relationships**

**Responsible to:** Head of Commercial Management

**Responsible for:** a small team of Care Home Contract Managers and Care Home Contract Officers

## **Key Accountabilities:**

1. Lead the Care Home Contracts team to ensure a whole systems approach to contract management to help achieve the organisation's intentions across adult care home portfolios.
2. Develop, manage, and oversee contract management and contract monitoring arrangements across the team's portfolio, including compliance, performance, outcomes, and related management information systems.
3. Advise, influence, and assist Commissioners in developing commissioning intentions and then ensure delivery plans and strategies are effective for successful delivery so that targets are met.
4. Advise on and implement agreed procurement methodologies to enable commissioning to successfully implement new and innovative strategies to the care home market.
5. Develop and maintain effective processes and procedures to provide robust and quality contract management to ensure accurate information on care homes contracted with the Council.

6. Manage and supervise the Care Home Contracts Team, providing oversight and guidance on care home contracts and ensuring commercial and strategic interests of the Council are achieved.
7. Provide expert advice, guidance and engage at a strategic level with partner organisations including the NHS and CQC and internal functions and teams such as Safeguarding and Quality Assurance to drive improvement and ensure that contractual action is sound, accurate and timely.
8. Provide advice on contractual documentation, specifications, performance systems and procurement exercises to promote consistency across the council and provide effective contractual arrangements.
9. Be accountable for rectifying where providers or contracts fail to deliver planned outcomes and specification requirements and ensure appropriate contract variations or notices are negotiated and implemented where appropriate. Support senior managers and internal function in effective, well-co-ordinated actions to mitigate provider failure when this occurs.
10. Develop and maintain effective relationships with providers, strategic partners and referral bodies to ensure the right focus on commercial outcomes for the County Council.
11. Review and resolve complaints and queries by investigation and liaising with relevant partners as they arise from a variety of sources, both internal and external to the Council. Ensure timely resolutions and avoid where possible formal escalation of complaints.
12. Establish and maintain reporting systems with a robust evidence-based process through contract management and operational oversight and liaison with professional colleagues as appropriate, to ensure progress against contracted outcomes are tracked and to help inform commissioning decisions.

## Other Information

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role locally.

This post has no political restriction.

As an Authority we are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expect all staff to share this commitment.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Environment**

Deliver a reduction in the Councils' environmental impact through a proactive focus on key priorities to support the economy, nature and communities.

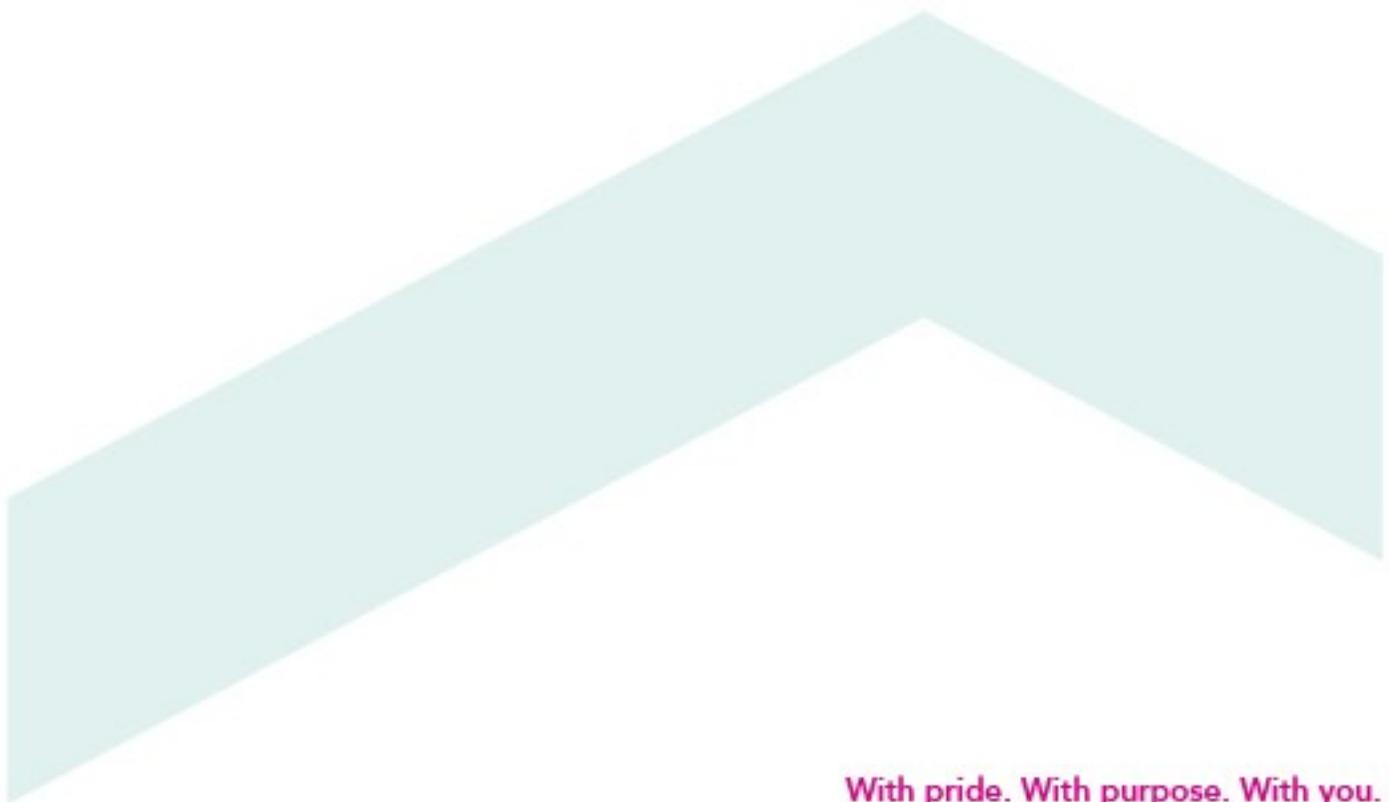
#### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

#### **Safeguarding**

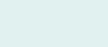
Commitment to safeguarding and promoting the welfare of vulnerable groups.

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



## Person Specification

A = Assessed at Application  
I = Assessed at Interview  
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>Degree or relevant professional qualification or other equivalent relevant experience</li> </ul>	A
	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>Experience of successfully leading, managing, and motivating staff to achieve their maximum goals.</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Demonstrate knowledge and experience of effective contract management and procurement processes within a Health and Social Care Setting.</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Experience of effective provider relationship management and of managing relationships with external organizations.</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Experience of developing and applying performance management frameworks and of holding external organizations to account.</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Experience of successfully negotiating in a complex environment to ensure required outcomes achieved.</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Ability to review and analyze complex data from a variety of sources to ensure robust contractual action can be applied.</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Demonstrate experience of successfully designing, developing and implementing processes and procedures to achieve service delivery desired outcomes.</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Experience of working in a positive way with a variety of agencies and organizations and staff at all levels.</li> </ul>	A/I

	<ul style="list-style-type: none"> <li>• Political awareness with insight into organizational leadership and success</li> </ul>	A/I
	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to effectively motivate and performance manage staff to achieve their maximum potential</li> <li>• Ability to analyze complex and sometimes conflicting information to ensure any formal contractual action is legally robust from challenge.</li> <li>• Proactive approach to problem solving and the ability to develop innovative solutions.</li> <li>• Effective interpersonal skills and the ability to form effective working partnerships with colleagues and partners and work as part of a team.</li> <li>• Effective written and oral communication skills including the ability to prepare and present reports and to communicate to internal and external audiences and members of the public.</li> <li>• Time management skills with the flexibility to adapt to changing workload demands, sometimes at short notice.</li> <li>• Commitment to ongoing personal development.</li> </ul>	A/I A/I A/I A/I A/I A/I A/I A/I



\*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting  
Talent & Resourcing Team 01785 278300