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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Brokerage Team Manager | **Post No** | New Post |
| **Directorate** | Adult Social Care | | |
| **Division** | Strategic Commissioning and Partnerships | | |
| **Band and Salary** | Band F  £43,693 to £49,764 per annum. Incremental progression is subject to performance. | | |
| **Responsible to** | Strategic Commissioner - Improvement and Governance | | |
| **Location** | Council House, Manor Square, Solihull. B91 3QB | | |
| **DBS Check** | Not Applicable | | |

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| **Role Purpose** |
| Oversee and enhance the Brokerage Team and its processes within the Adult Social Care Directorate. Ensure the team operates efficiently and effectively, delivering responsive, cost-effective, and high-quality care and support services that meet the needs of Solihull residents.  Build and maintain strong relationships with service providers to ensure seamless collaboration and service delivery. Support and contribute to commissioning intelligence derived from both internal and external sources. |

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| **Role Responsibilities** |
| * To help people with assessed care and support needs to achieve their personal outcomes by connecting them to the right care and support services. * To manage the effective and efficient delivery of brokerage activities to identify care and support arrangements for adults, working with operational services and providers. * To maintain robust oversight of financial arrangements for care and support packages which enables quality and value, maximising block contracts and contractual frameworks as far as possible. * To negotiate costs with providers where care and support packages are sought outside frameworks and contractual arrangements using the best quality and value options available. * To build and maintain effective working relationships with colleagues in Commissioning and Service Delivery, and with providers to facilitate good quality and cost-effective care and support arrangements. * To participate in and contribute to contractual meetings with providers. * To ensure effective and accurate communication between the Brokerage Team between with Social Work Teams, providers, and other key stakeholders. * To ensure the timely and effective recording of information onto appropriate digital systems and be responsible for maintaining accuracy and data quality. * To gather and analyse activity data on the service. * To lead the continuous improvement of Brokerage processes and contribute to improving and streamlining service delivery in wider commissioning and service delivery teams. * To be responsible for the effective allocation of work and distribution of team resources to enable robust and timely processing of care and support arrangements. * To supervise and monitor the work of team members within your area of responsibility to ensure that all work is carried out in accordance with legal requirements, directorate policies, procedures, performance standards, targets and good professional practice reporting to the Strategic Commissioner where required. * Manage and support staff through effective supervision, performance, and development reviews with a view to ensuring personal and organisational continuous improvement. Ensure the adherence to Human Resources policy and procedures. * To train and support new staff in the Brokerage Team. * To provide reports to leadership meeting outlining Brokerage position etc * To benchmark against the local and national market * To report where appropriate on spend and service requirement |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Educated to degree level in Health, Social Care, Commissioning, Business Admin  OR  Ability to demonstrate an equivalent level of experience in Health & Social Care Brokerage or contract management. |  | Application  Certificates |
| Evidence of continued professional development. |  | Interview  Certificates |

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| **Experience & Knowledge** | Experience of successfully leading teams and managing service responses to deliver outcomes, quality, and value in the public sector. |  | Application  Interview |
| Experience of successfully engaging and negotiating with a range of stakeholders, for example Providers, Health Commissioners and people who require care and support. | Experience in purchasing, sourcing or contract management in the public or private sector. | Application  Interview |
| Experience of working in a collaborative and constructive way as part of a team, challenging where appropriate to solve problems and implement solutions. |  | Application  Interview |
| Experience of using a range of IT systems, tools and applications to manage effective brokerage functions. |  | Application  Interview |
| Experience of delivering successful projects as part of a project team. | Experience of successfully managing commissioning projects and/or service reviews, | Application  Interview |
| Experience of supervising and managing staff |  | Interview |
| Relevant knowledge of health, and adult social care legislation and policy and their implications for the commissioning of services |  | Application  Interview  Assessment |

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| **Skills & Abilities** | Ability to work under pressure and prioritise effectively in a complex, fast-paced and changing environment. |  | Application  Interview |
| Ability to engage and negotiate with a range of providers. |  | Application  Interview |
| Ability to analyse and interpret complex data and produce reports. |  | Application  Interview |
| Excellent, effective oral and written communication skills to write and present reports using varied and complex information to a range of audiences, including senior management. |  | Application  Interview  Assessment |
| Ability to establish and maintain good working and personal relationships with a wide range of internal and external stakeholders. |  | Application  Interview |
| Ability to respond effectively to challenging solutions. |  | Application  Interview |
| Ability to review, develop and maintain end to end processes and systems, including appropriate technology, to optimise the efficient delivery of services and cost-effective use of resources. |  | Application  Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation, and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions. | Interview |
| **Leadership -** Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential. | Interview |

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| **Compiled/Reviewed by** | Roger Catley,  Strategic Commissioner Improvement and Governance |
| **Date** | December 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.