

Role Profile

Job Title:	Commissioning and Engagement Officer
Location:	LBB Colindale Office
Department:	Commissioning
Directorate:	Communities, Adults and Health
Grade:	H
Type of Working:	Hybrid Working – from home, council offices, and the community as required
Reports to:	Strategic Lead for Resident Voice & Coproduction

1. Job Purpose:

- To support the delivery of projects within commissioning, market development and adult social care engagement, in collaboration with residents and carers
- To engage with a wide range of people who use adult social care services and their carers including seldom heard groups
- To carry out specific self-contained projects within existing work streams including engagement, commissioning, practice and service development.

Key accountabilities:

- To support the wider commissioning team with projects as required across all aspects of the commissioning cycle and market development, including the annual cost of care process for the provider market, ensuring that services are commissioned to promote our Corporate Values and taking a collaborative commissioning approach with residents and carers.
- To lead on engagement and coproduction for specific projects and work areas that inform commissioning, service development and social care practice.
- To work with staff across Communities, Adults and Health, with a focus on Adult Social Care, to identify opportunities for resident participation and implement changes based on feedback and coproduction.
- To plan, organise and facilitate coproduction groups and evaluate feedback.
- To build trusting relationships with residents and carers who draw on care and support, encouraging participation in coproduction activity, and ensuring appropriate support and access needs are met.
- To work collaboratively with residents, carers and partners, to promote participation opportunities for residents in seldom heard groups to have their say.
- To work with voluntary sector partners and community groups to promote participation and coproduction activities to people using adult social care services across the borough including seldom heard groups.
- To collect and analyse feedback from residents and carers, including by phone, letter and face to face interviews
- To contribute to the development of service specifications involving residents and carers to ensure that services meet the agreed strategic priorities and reflect the experiences of residents who draw on care and support

- To assist with the development and implementation of new policies and procedures relevant to engagement, coproduction and collaborative commissioning
 - To organise and run accessible in person and online workshops for residents, carers and staff.
 - To plan and organise large in person events, working with managers alongside residents, carers and partner agencies.
 - To support partnership work and maintain effective relationships with key stakeholders, including other Council departments, providers, residents, carers, the voluntary sector and the NHS.
 - To undertake needs analysis, benchmarking and research to ensure the commissioning of services is evidence based.
 - To keep up to date with relevant national and local policies, guidance and good practice relating to coproduction and collaborative commissioning
 - To support the evaluation of current services and contribute to recommendations for future commissioning, decommissioning and service development.
 - To deliver EDI work across adult social care, designing and delivering staff engagement sessions relating to the EDI calendar.
 - To champion resident voice, coproduction and EDI across the department.
 - To develop and deliver training to residents and staff groups on coproduction or EDI related work.
 - To adopt a project management approach to work planning and to work to deadlines as required by the services.
 - To participate in training and development activities as necessary to ensure up to date knowledge and skills.
 - To develop and send out communications materials in collaboration with staff, residents and carers.
 - To undertake administrative tasks that support the commissioning and engagement functions.
 - The Commissioning and Engagement Officer will have no line management responsibility.
- **Financial Responsibilities:**
 - The Commissioning and Engagement Officer will have no direct financial, budgetary responsibility.
 - The Commissioning and Engagement Officer will be trained in the raising and processing of invoices for the local authority.
 - The Commissioning and Engagement Officer will be trained to and be responsible for processing and administering Reward and Recognition payments to residents and carers for their participation.
 - **Health and Safety Responsibilities**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

- **Work Environment**

The role is based at the Colindale Office with the option to work from home when business needs permit. Staff are expected to work flexibly from the office and at community locations in Barnet as required to deliver core functions that support resident participation and community and stakeholder engagement. This includes but is not limited to:

Caring for people, our places and the planet

- visiting community venues
- preparation for and running in person meetings and events
- facilitation of access requirements for in person or online events
- administration of reward and recognition payments.

- **Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Degree or equivalent experience	Essential	Application/Interview
Experience & Knowledge		
A minimum of two years' experience working in a health and social care commissioning environment.	Essential	Application/Interview
Experience of working collaboratively with residents and carers in a commissioning or service development context	Essential	Application/Interview
Experience of managing projects including risk management.	Essential	Application/Interview
Understanding of procurement, contractual and grant making processes in a public sector environment.	Essential	Application/Interview
Understanding of performance and quality assurance.	Essential	Application/Interview
Understanding of budgetary management and control.	Essential	Application
Skill & Ability		
Competent user of Microsoft Office specifically Word, Excel, PowerPoint, Outlook.	Essential	Application/Interview

Ability to oversee multiple concurrent projects and flexibility to adapt to changing needs and competing priorities in the context of the wider service	Essential	Application/Interview
Excellent verbal communication skills with the ability to engage and build trust with a residents, carers, and partner agencies.	Essential	Application/Interview
The ability to discuss sensitive topics whilst giving residents and their carers dignity and respect.	Essential	Application/Interview
Excellent written communication with the ability to analyse and present complex information in plain English and to a variety of audiences.	Essential	Application/ Interview/ Test
Ability to work flexibly across a range of simultaneous initiatives and as part of a larger team	Essential	Application/Interview
Ability to balance work requirements across the office and locations across the Borough to support resident participation and community engagement as required by the service	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say, “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Desirable	Interview
Inclusive		

Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview