

Commissioning and Contract Support Officer

Job Description

Directorate:	Adults, Health and Wellbeing		
Service:	Commissioning		
Location:	County Hall (Hybrid)		
Salary range:	£28,142 - £32,061	Grade:	6
Reports to:	Commissioning and Contract Officer	Staff responsible for:	TBC

Job purpose and scope

The Commissioning and Contracts Support Officer supports the delivery of commissioning, market management and service improvement activity, contributing to the development of high-quality, sustainable and value-for-money services that improve outcomes for Lancashire residents. The role undertakes research, analysis, stakeholder engagement and performance monitoring to inform commissioning decisions, support provider improvement, and contribute to service development, market sustainability and continuous improvement.

The role contributes to commissioning projects, reviews and market management activities, providing analysis, intelligence and evidence to support service planning, redesign and decision-making. Working with providers, partners, and communities, the role supports engagement, consultation and co-production activity to ensure services are responsive to local needs and priorities.

The role assists with procurement, contract monitoring, provider assurance and market development activities. The role is responsible for maintaining provider risk profiles and supporting proportionate intervention using performance, quality and safeguarding intelligence to identify emerging issues.

Working collaboratively across the Strategic Commissioning & Quality Service and wider directorate, the role helps ensure intelligence is shared, governance requirements are met, and commissioned services deliver quality, value for money and positive outcomes for Lancashire residents and communities.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback

Accountabilities/Responsibilities

Commissioning, Contract and Performance Management

Apply commissioning principles and contract management processes to monitor provider performance, assess compliance, support service improvement, and ensure services deliver quality, value for money and positive outcomes for residents.

Provider, Stakeholder and Partnership Engagement

Build and maintain productive relationships with providers, colleagues, partners, communities and people who use services, working collaboratively to support co-production, market stability and the achievement of shared objectives.

Research, Intelligence and Risk Analysis

Collect, evaluate and interpret information from a range of sources, including market intelligence, contract performance data and stakeholder feedback, to identify risks, opportunities, improvement needs and inform evidence-based recommendations.

Project Delivery and Service Improvement

Support the planning, coordination and delivery of projects, service reviews and improvement initiatives, contributing to service redesign, market development and the implementation of strategic priorities within agreed timescales.

Communication, Data and Organisational Skills

Use data, digital tools and analytical techniques to produce reports, monitor performance and support decision-making. Communicate complex information clearly and effectively while managing competing priorities and supporting governance processes.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- GCSE English and Maths or equivalent.
- Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable
- Social Care qualification* (Desirable)

Experience

- Experience in commissioning and/or contract management within Adult Social Care or a related field* (desirable)
- Experience of using specialised systems, ICT including Microsoft Word, Outlook and Excel
- Experience in dispute and complaint handling
- Experience using analytical skills, Investigating and / or problem-solving capability
- Administrative experience, including scheduling meetings with internal and external organisations
- Experience of providing guidance and advice on procedural issues to service areas

Essential knowledge, skills & abilities

- Awareness of national and local priorities in health and social care.
- Knowledge of the Care Act 2014*(desirable).
- Excellent IT skills
- Ability to interrogate and accurately maintain electronic records and databases
- Ability to work as a member of a team
- Ability to build and maintain effective networks and relationships with internal and external stakeholders
- Good organisational skills to manage broad and varied workload and work within given parameters to deadlines and targets
- Excellent communication skills, written and verbal
- Negotiation and influencing skills
- Ability to work without close supervision

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Commitment to continuous learning and self-improvement
- Display the LCC values and behaviours at all times and actively promote them in others.

You will be required to travel in connection with the duties of this post and must be able to meet the travel requirements of the role. This may involve travelling to a range of locations across the county and wider area as required. Travel can be undertaken by a variety of means and does not require you to own or drive a car, provided you are able to fulfil the requirements of the post. We will consider reasonable adjustments to enable successful candidates to undertake the requirements of the role, including exploring appropriate solutions where travel requirements may present barriers.