

Commissioning and Contract Officer

Job Description

Directorate:	Adults, Health and Wellbeing		
Service:	Commissioning		
Location:	County Hall (Hybrid)		
Salary range:	£36,363 - £40,777	Grade:	8
Reports to:	Commissioning and Contract Manager	Staff responsible for:	TBC

Job purpose and scope

The Commissioning and Contracts Officer, provides operational leadership across commissioning, market management and service transformation activity ensuring the delivery of high-quality, sustainable and value-for-money services that improve outcomes for Lancashire residents. The role contributes to commissioning projects, market development and provider engagement, using evidence, intelligence and co-production to shape services, drive innovation, support prevention and early intervention, and ensure statutory responsibilities are met.

The role contributes to delivering commissioning and market management workstreams, developing business cases, service redesign proposals and operational recommendations that support organisational priorities. The role works collaboratively with residents, providers, partners and stakeholders to shape and improve services, support market sustainability and resilience, and contribute to commissioning strategies, transformation programmes and procurement activities.

The role provides operational oversight of designated provider markets, contributing to contract and performance management, managing complex provider concerns and issues, and leading improvement and recovery activity where required. It applies market intelligence, needs analysis and performance data to inform decision-making, secure value for money and ensure services deliver measurable outcomes.

The postholder also provides professional leadership and coaching to colleagues, promotes continuous improvement and innovation, and ensures commissioning and market management activities comply with governance, legislative and policy requirements. Through effective partnership working and coordinated approaches, the role contributes to the delivery of 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, including preformance
- 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
- Leading Lancashire Framework

Leading Lancashire – Our Leadership Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.”

This vision is at the centre of everything we do. Embedded in our identity are our values: **Supportive, Innovative, Respectful, and Collaborative**, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The Leading Lancashire framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors
Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service

Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles

Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the Leading Lancashire framework.

Accountabilities/Responsibilities

Commissioning, Market Development and Service Transformation

Contributes to the development and delivery of commissioning strategies, service redesign and transformation programmes, using market intelligence and commercial insight to shape sustainable, high-quality services that deliver strategic priorities and improved outcomes.

Commercial, Contract and Provider Market Leadership

Apply commissioning, procurement and contract management expertise to influence market sustainability, manage risk, secure value for money and drive continuous improvement to contribute to the operational oversight of provider markets, contracts and commercial arrangements,

Strategic Analysis, Insight and Evidence-Based Decision Making

Analyse complex data, market intelligence, contract performance information and needs assessments to identify trends, risks and opportunities. Developing evidence-based recommendations for senior decision-makers to inform commissioning solutions, contract improvements, market stewardship and business cases.

Partnership Working, Negotiation and Influencing

Build effective relationships with providers, partners, stakeholders and communities, using strong negotiation, communication and influencing skills to achieve shared objectives, drive co-production and deliver positive outcomes across organisational boundaries.

Leadership, Programme Delivery and Change Management

Lead on small-scale short-term projects and contribute to complex projects and programmes, managing risks, dependencies and resources to deliver planned outcomes. Drives organisational change, supports the development of colleagues through coaching and mentoring, and promotes innovative approaches to service improvement, contract management and market stewardship.

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

- Equivalent professional qualification or
- Relevant management experience, or knowledge acquired through experience or training in commissioning, health, or care settings.
- Contract Management qualification*(desirable)

Experience

- Experience in commissioning and/or contract management within Adult Social Care or a related field.
- Understanding of commissioning processes and statutory requirements
- Experience of partnership working and stakeholder engagement.
- Experience of using specialised ICT systems, including Microsoft Word, Outlook and Excel
- Experience in dispute and complaint handling
- Experience using analytical skills, investigating and /or problem-solving capability
- Experience in staff management and development

Essential knowledge, skills & abilities

- Awareness of national and local priorities in health and social care.
- Knowledge of project management* (desirable)
- Knowledge of the Care Act 2014
- Ability to work as a member of a team
- Ability to train and mentor less experienced staff.
- 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.