 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
			<Insert the post number>
Job Title	Head of Service; Commissioning, Transformation and Programmes		
Service	Adult Social Care and Health	Team	Strategy, Commissioning and Performance
Location	Shute End/Hybrid Working		
Reports to	Assistant Director: Adult Social Care Strategy, Commissioning and Performance		
Responsible for	Commissioning Manager(s) x 2, Strategy and Commissioning Officer(s) x 2, Co-production and Engagement Lead		
Grade	Type of position:		Date
SM1	Permanent Full Time		August 2022
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<b><u>Service Purpose</u></b>			
<p>The Adult Social Care Strategy, Commissioning and Performance Service supports the delivery of efficient and effective services that enable the department to deliver against our Adult Social Care strategy and wider corporate delivery plan. Helping to move Adult Social Care forward ensuring that we have the right mix, capacity and quality of services and support arrangements to enable people to be as independent as we know they wish to be.</p>			

### **Purpose of the role**

Working with the Assistant Director for Adult Social Care Strategy, Commissioning and Performance and other members of the Commissioning Management Team to drive and implement the fast-paced transformation of the Adult Social Care and Health services to deliver better outcomes for people, improved value for money, and a sustainable high quality Adult Social Care system for the people of the borough of Wokingham, in line with our strategic priorities set out in the Adult social Care Strategy.

The Government published its adult social care system reform white paper, 'People at the heart of care' on 1 December 2021. The white paper sets out a 10-year vision for care and support in England. This post will support the Assistant Director in the leadership and management of a wide-ranging programme of transformation and service improvement needed to support the delivery of reforms within Wokingham Borough Council.

The post holder will take accountability for

- Delivering our ambitious Adult Social Care transformation programme, ensuring the delivery of better outcomes for people, improved value for money, and a sustainable high quality Adult Social Care system
- Delivering the departments to plan for and implement changes to Adult Social Care and Health stemming from Central Governments plan for Social Care Charging Reform
- Accountability for the Optalis partnership, including the development of the strategic direction and vision, financial business case for improvement and longer-term sustainability.
- The development of a co-production strategy for the Adult Social Care department
- Leading on the strategic development of a suite of policies for Adult Social Care, working with the whole department to keep these current and oversee implementation. Working with corporate colleagues around how these policies relate to and align with the council plan and other council polices, as well as national social care policy.

### **Main Accountabilities**

1	To support the Assistant Director in the leadership and management of a wide-ranging programme of transformation and service improvement with responsibility for the development and delivery of the Social Care Future agenda.
2	To act as the strategic lead in the assessment, design, testing, implementation, and sustainability of a wide range of transformation and innovation projects and activities within the Directorate to ensure that all projects are delivered effectively in line with the project methodology and approach most suitable to meet the needs of the directorate, ensuring a flexible and adaptive way of working.
3	To provide expert advice, guidance, and management to support the delivery of the Social Care Reform programme, ensuring that all activities are run effectively and in line with professional standards of programme and change management. Working with colleagues from our corporate transformation team to ensure appropriate governance and assurance is maintained across the programme.
4	To develop and maintain positive relationships with health, housing and social care providers, CCG and council staff, carers and advocates and elected Members.
5	To lead a service to provide capacity to the directorate to effectively manage the directorates key strategic responsibilities for delivering the Social Care Reform programme, and internal communications.

6	To develop mechanisms for effective engagement and participation of customers and providers, in the transforming social care programme, and in order to develop the market, a comprehensive range of self directed services, including options to support people with long term conditions.
7	To manage the delivery of our ambitious capital programme. Working with colleagues from our place and growth department to deliver our strategic housing priorities for the department.
8	To plan, direct and control allocated project resources in order to ensure that designated projects continue to deliver flexible and effective services and to sustain a team and working environment capable of meeting the project objectives.
9	Accountable for the tracking of Programme level related risks across the Council with appropriate escalation and facilitation of risk and assurance sessions with senior leaders to understand potential issues, seek mitigations and provide successful delivery of services.
10	To provide robust cost management for the Council including the delivery of cashable savings and efficiencies to enable the Council to achieve budgetary targets on external expenditure.
11	To provide strategic leadership for continuous service improvement that embraces corporate priorities and initiatives, including through the professional development of teams and staff.
12	To lead on the development and implementation of our co-production strategy for the Adult Social Care department.
13	To identify future changes in legislation and best practice and using this intelligence to drive innovation.
14	To work closely with members of the Commissioning Management Team to drive and implement the fast-paced transformation of the Adult Social Care and Health services.
15	Adhere to the council's policies and procedures and promote a commitment to customer care, inclusion and equal opportunities, treating all colleagues and customers with dignity and respect.
16	To fulfil management responsibilities in line with the Council's policies, procedures and governance.
<b>Supervision Received</b>	This post will report to the Assistant Director: Adult Social Care Strategy, Commissioning and Performance.
<b>Supervision Given</b>	<p>This post will provide strategic leadership and management to a small team of commissioning specialists. The Head of Service will be required to facilitate these specialisms and;</p> <ul style="list-style-type: none"> <li>• Create a culture and environment of innovation, integration and creativity to empower communities, service providers, wider stakeholders and other commissioners to generate new solutions and ideas.</li> <li>• Monitor performance, performance management of teams and individuals, including programme management within work packages assigned on task finish basis.</li> <li>• Supports learning and development of commissioners, holding commissioners and colleagues to account for behaviors as well as activity.</li> </ul>
<b>Contacts &amp; Working Relationships</b>	The Head of Service will be required to maintain positive relationships with health, housing and social care providers, CCG and council staff, carers and advocates and elected Members.
<b>Management of resources or budget</b>	<ul style="list-style-type: none"> <li>• Full Time Equivalent Staff 5 FTE</li> </ul>

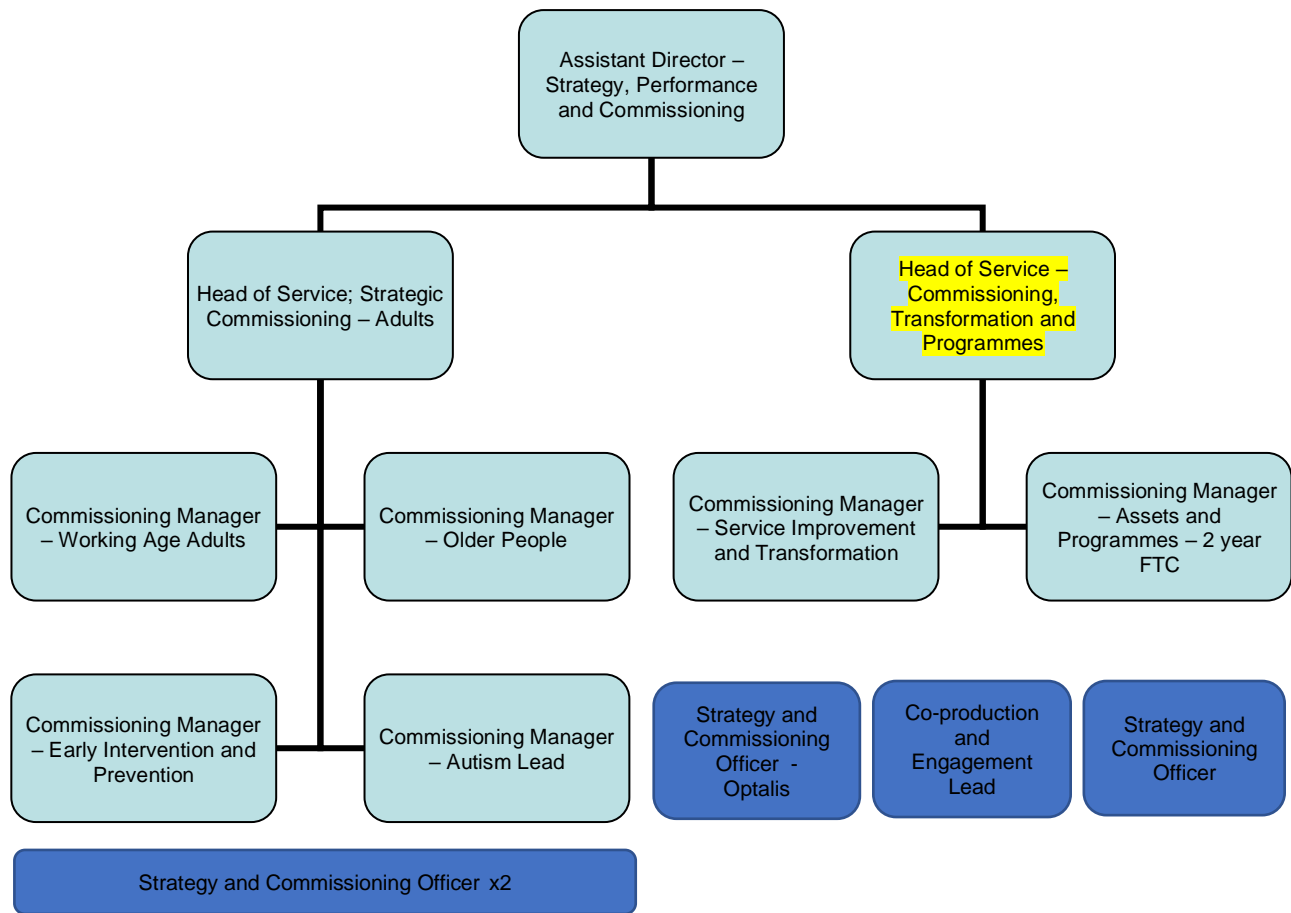
Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

- Indirect effect on £45m purchasing budget

**Special Factors**

This is a politically restricted post, on-call arrangements in exceptional circumstances.

**Organisation Chart**



Person Specification	
Qualifications	
Essential	Desirable
Relevant Programme and Project Management qualification or skills and experience (MSP or similar).	Member of a relevant professional body or chartered institute.
Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude).	Knowledge of local government and particularly transformational Government and efficiency agenda within Adults Social Care.
Technical Skills	
Essential	Desirable
Able to pass on knowledge to colleagues in a clear and controlled manner.	
Highly developed organisational skills.	
Demonstrable ability to work in a team.	
Good communication skills with the ability to express views clearly orally and in writing, to prepare reports and briefing	

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notes for presentation to Project Groups, at Programme level, to Senior Managers or elected members.	
Good inter-personal skills with the ability to work with all stakeholders including Councillors, Directors, Heads of Service, officers, contractors, partners to agree and deliver the required outputs.	
Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook, MS Project, MS PowerPoint & MS Visio).	
<b>Knowledge, Skills and Abilities</b>	
<b>Essential</b>	<b>Desirable</b>
Providing operational and strategic leadership of the adults commissioning service ensuring the required outputs and outcomes are achieved in line with the council's vision, goals and objectives.	Evidence of developing cultural change, within a professionally driven public sector organisation.
Leading the commissioning of good quality and affordable social care and health care services which meet the needs of adults in the borough of Wokingham.	
Proven ability in managing projects, other managers and staff to achieve agreed outputs, within budget, including benefit realization. advantage.	
Demonstrable ability to prioritise Projects and activities including the ability to handle competing claims on time, and to keep calm in a crisis or difficult or challenging situations.	
Ability to lead initiative, to solve problems, and to take decisions to secure required results.	
Ability to give support, advice and assistance on Project and Programme Management methodologies.	
Demonstrable ability to analyse and evaluate complex information from a range of sources in order to form judgements and make decisions.	
Programme and Project Management experience with evidence of successful delivery of significant and complex projects including the identification, recording and tracking of expected benefits from the project during the Project lifetime.	
<b>Experience</b>	
<b>Essential</b>	<b>Desirable</b>
Significant experience of successfully managing an strategic service, including; people, budgets and performance.	
Experience of delivering high quality planning, commissioning, and improvement processes to drive change,	

innovation and excellence in social care commissioning in line with national and local priorities.	
Experience of person centered commissioning, co-producing strategies to ensure improved outcomes	
Experience of successfully delivering change management, particularly in relation to process improvement	
Experience of leading complex and major projects to successful outcomes.	
Experience of effective partnership working and stakeholder management, to obtain desired outcomes for customers.	
Significant experience of leading the development and delivery of policies and strategies.	
Experience of working in a matrix management environment, where cross-team and cross-organisation working are essential.	
Experience of application of a recognised Project and/or Programme Management methodology.	
Proven experience of Programme Management, liaising with managers and staff at all levels.	

<b>Completed by:</b>	Wesley Hedger	
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