



## ROLE PROFILE

<b>Role Title:</b>	Commissioning Support Specialist - Supported Living
<b>Department:</b>	Corporate Affairs
<b>Role Purpose:</b>	<p>The purpose of the Commissioning Support Unit is to maintain control over all commercial aspects of contracted income, arising from commissioned activity, partnership working or originated activity. Activity will primarily relate to the provision of care and inclusion based support in Midland Heart's specialist accommodation. There will however be other opportunities arising that the Commissioning Support Unit will be expected to manage.</p> <p>The Commissioning Support Specialist - Supported Living will be responsible for delivering all relevant tender activity and the maintenance of existing contracts that relate to Midland Heart's supported living property portfolio.</p>
<b>Reporting to:</b>	Commissioning Support Manager
<b>Responsible for:</b>	No direct reports
<b>Disclosure level:</b>	NA
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>The Commissioning Support Specialist - Supported Living will perform the following tasks:</p> <ol style="list-style-type: none"> <li>1. Source and qualify new or existing business tenders, relating to Midland Heart's Supported Living property portfolio that further promotes the strategic objectives of Midland Heart's corporate plan.</li> <li>2. Produce and co-ordinate high quality tender submissions, ensuring submissions include relevant input from service managers, finance analysts and legal advice.</li> <li>3. Develop a strong understanding and expertise in the operations and financial performance of Midland Heart's supported living portfolio in order to assess how financial performance of any new contracted activity to evaluate the financial performance of the relevant activity, after a suitable period of operation.</li> <li>4. Undertake the appraisal of any supported living service which are deemed to be financially underperforming to assess options to improve performance.</li> </ol>
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	<ol style="list-style-type: none"> <li>5. Maintain a contracts database, with respect to Supported Living activity through the Stakeholder Relationship Management system to ensure:             <ol style="list-style-type: none"> <li>a. Any new contracts are negotiated on terms with an acceptable risk profile (in conjunction with relevant legal advice);</li> <li>b. Any variations and/or extensions to existing contracts are appraised against the parameters agreed at new business group; and</li> <li>c. Support the Commissioning Support Manager on the negotiations of new and/or existing contracts, where changes are required to improve financial performance or changes are required by relevant Commissioners.</li> </ol> </li> <li>6. Support the Commissioning Support Manager in the development of business cases from time to time on new forms of business activity prior to pursuing in the market.</li> <li>7. Supporting the Commissioning Support Manager, develop and maintain strong working relationships with relevant commissioners of contracted income to ensure contracts are well managed, the operation of Midland Heart services are well understood and any opportunities arising are</li> <li>8. Maintain an excellent working knowledge of commissioner intentions within the supported housing, social care and integrated health markets to ensure new opportunities can be developed and realised.</li> <li>9. Support the Commissioning Support Manager with the production of a business development pipeline to ascertain the indicative level of contracted income over a three year period.</li> <li>10. Produce business development and performance reports for board and committees as required.</li> </ol>
<p><b>Education, Qualifications and Training</b></p>	<p>Degree or equivalent Numeracy and literacy skills</p>



<p><b>Knowledge and Experience</b></p>	<p>Evidence of successful bid writing and the management of major tender submissions to time and of quality.</p> <p>Experience of project appraisals and the assessment of viability</p> <p>Experience of advising, negotiation and influencing senior internal and external stakeholders, including commissioners of contracted income for social care and health related expenditure.</p> <p>Experience of presenting reports, appraisals and tender submissions to senior management.</p> <p>Strong experience of managing resources and prioritising time pressures against work portfolio.</p> <p>Strong track record of budget management and managing teams.</p> <p>Professional knowledge of latest commissioning intentions in local government and health.</p> <p>Strong understanding of the latest trends and thinking in Supported Living accommodation.</p>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p>High levels of attention to detail.</p> <p>Committed to the continuous development of self, and high level of self awareness.</p> <p>High level of skill in relationship building and able to operate in an environment of complex relationships.</p> <p>High level of influencing and interpersonal skills who can negotiate effectively.</p> <p>Ability to think innovatively about the provision of services.</p> <p>Ability to deal with sensitive issues with discretion and confidentiality.</p> <p>Ability to handle and thrive in a fast paced environment managing and prioritising numerous priorities.</p> <p>Evidence of ability to travel throughout area of operation.</p> <p>Strong personal commitment to working collaboratively and ability to build effective relationships with people of all capabilities and attitudes.</p> <p>Be comfortable with our organisations values and be happy to demonstrate these values in action in your work.</p> <p>Be comfortable in adapting to situations and able to work well against a background of change and uncertainty.</p> <p>A commitment to flexibility in delivery and style to meet business needs and pressures.</p> <p>An ability to communicate with staff and teams at all levels across the Group. Good oral, verbal and interpersonal skills in order to engage and influence.</p>



	<p>High standards of professional probity.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>
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