Role Profile

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| **Role Title:** | Strategic Commissioning Manager (Supported & Retirement Living) |
| **Department:** | Growth and Corporate Affairs |
| **Role Purpose:** | 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 within the Operations Directorate from time to time that the Commissioning Support Unit will be expected to manage.  The Strategic Commissioning Manager (Supported & Retirement Living) will oversee all contract related activity including new and existing business, maintain a strong dialogue with commissioners and help shape and implement future services within the existing retirement and supported living portfolio of Midland Heart |
| **Reporting to:** | Director of Communications and External Affairs |
| **Responsible for:** | Commissioning Support Specialist – Retirement,  Commissioning Support Specialist – Finance,  Commissioning Support Officer. |
| **Disclosure level:** | n/a |
| **Role Level:** | Frontline Manager |

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| **Key Role Responsibilities** | Through the engagement with commissioning authorities, support the Director of Retirement Living and Director of Supported Living in their objectives of maintaining a portfolio of serviced accommodation based on the corporate objectives of the organisation. Manage the resources of the commissioning support unit to help the Directors shape services over the corporate plan cycle.  Lead on the sourcing and qualification of commissioned tenders, relating to Midland Heart’s property portfolio that further promotes the strategic objectives of Midland Heart’s corporate plan.  Manage high quality tender submissions, ensuring submissions include relevant input from service managers, finance analysts and legal advice.  Develop a strong understanding and expertise in the operations and financial performance of Midland Heart’s contracted income portfolio, in order to evaluate the financial performance of the relevant activity, after a suitable period of operation.  Manage the appraisal of any activity which are deemed to be financially underperforming to assess options to improve performance.  Manage a contracts database, through the Stakeholder Relationship Management system to ensure:   1. Any contracts are negotiated on terms with an acceptable risk profile (in conjunction with relevant legal advice); 2. Any variations and/or extensions to existing contracts are appraised against the parameters agreed at new business group;   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 dialogue is developed into workable solutions.  Maintain an excellent working knowledge of commissioner intentions within the supported housing, social care and integrated health markets to ensure opportunities can be developed and realised.  Maintain an income pipeline to ascertain the indicative level of contracted income over a three year period.  Manage the production of business development and performance reports for board and committees as required. |

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| **Education, Qualifications and Training** | Educated to Degree level or equivalent professional qualification    Strong Numeracy and literacy skills.  Prince 2 qualified |
| **Knowledge and Experience** | Evidence of successful bid writing and the management of major tender submissions to time and of quality.  Experience of project appraisals and the assessment of viability  Experience of advising, negotiation and influencing senior internal and external stakeholders, including commissioners of contracted income for social care and health related expenditure.  Experience of presenting reports, appraisals and tender submissions to senior management  Strong experience of managing resources and prioritising time pressures against work portfolio  Strong track record of budget management and managing teams  Professional knowledge of latest commissioning intentions in local government and health  Strong understanding of the latest trends and thinking in retirement and supported living accommodation  Evidence of change management in the context of changing commissioning needs and corporate requirements |
| **Role Specific Skills & Behaviours** | Excellent managerial skills to build and manage a high performing team  High levels of attention to detail  Committed to the continuous development of staff and self, and high level of self awareness  High level of skill in relationship building and able to operate in an environment of complex relationships    High level of influencing and interpersonal skills who can negotiate effectively.  Ability to think innovatively about the provision of services    Ability to deal with sensitive issues with discretion and confidentiality.    Ability to handle and thrive in a fast paced environment managing and prioritising numerous priorities    Evidence of ability to travel throughout area of operation.    Strong personal commitment to working collaboratively and ability to build effective relationships with people of all capabilities and attitudes  Be comfortable with our organisations values and be happy to demonstrate these values in action in your work  Be comfortable in adapting to situations and able to work well against a background of change and uncertainty  A commitment to flexibility in delivery and style to meet business needs and pressures.  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.  High standards of professional probity  Understanding of and commitment to the principles of equality and diversity. |