

## Commissioning and Contract Manager Job Description

<b>Directorate:</b>	Adults, Health and Wellbeing		
<b>Service:</b>	Commissioning		
<b>Location:</b>	County Hall (Hybrid)		
<b>Salary range:</b>	£46,142 - £51,356	<b>Grade:</b>	10
<b>Reports to:</b>	Senior Commissioning Manager	<b>Staff responsible for:</b>	TBC

### Job purpose and scope

The Commissioning and Contract Manager will play a key role in supporting the commissioning of Adult Social Care services, ensuring that all provision is of high quality, sustainable, co-produced and compliant with statutory duties and local priorities. Working under the guidance of senior colleagues, the postholder will help translate strategic objectives into practical commissioning plans and activities that deliver positive outcomes for individuals and communities.

The role involves active participation in the full commissioning cycle, including needs assessment, co-production, service design, procurement, contract management, and service review.

The Commissioning and Contract Manager will work collaboratively with a wide range of stakeholders to ensure that commissioned services are co-produced, person-centred, and responsive to changing needs.

The postholder will also contribute to the development of the commissioning team, supporting colleagues and sharing knowledge to build capacity and expertise across the service.

### 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
- Development and maintenance of strategic partnerships
- 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 outcomes and resident value**

- Deliver clear, measurable outcomes and benefits for commissioning activity, ensuring baselines are established and progress is tracked.
- Deliver commissioning plans and activity that are focused on resident outcomes and public value, challenging work that does not add value and refocusing priorities where required.
- Deliver transparent recommendations that clearly set out trade-offs between quality, cost and risk.

### **Needs assessment, evidence and insight**

- Deliver needs assessments, options appraisals and recommendations, commissioning evaluation and analysis where appropriate.
- Ensure delivery decisions are informed by a balanced triangulation of quantitative data, qualitative insight and financial information.
- Deliver prioritisation of resources using evidence, stopping or pausing low-value activity and redirecting capacity to areas of greatest impact.

### **Co-production and engagement**

- Deliver co-production and engagement activity, ensuring diverse and representative voices are meaningfully involved.
- Deliver inclusive facilitation, managing conflict, challenge and power dynamics safely and constructively.
- Ensure lived experience is embedded in delivered specifications, KPIs, performance frameworks and governance arrangements.

### **Market shaping and provider relationships**

- Deliver market engagement strategic, clearly articulating commissioning intentions and innovation requirements.
- Deliver effective provider forums and relationships, balancing collaboration with appropriate contestability.
- Deliver quality improvement through commissioning and contractual levers while maintaining market stability and sustainability.
- Support and manage market shaping, commercial negotiation and strategic engagement with providers, using a defined set of commissioning and contractual levers to influence price, quality, sustainability, and outcomes across the adult social care market.

### **Contract and performance management**

- Deliver effective contract and performance management, chairing performance meetings and agreeing clear recovery and improvement plans.
- Deliver proportionate use of contractual remedies and incentives to address under performance.

- Deliver mobilisation oversight and benefits realisation, intervening early where risks or delays emerge.

### **Quality, Safeguarding and assurance**

- Deliver proportionate assurance arrangements aligned to risk, testing provider evidence and performance.
- Deliver timely responses to quality or safeguarding concerns, ensuring learning, accountability and improvement.
- Deliver assurance that supports innovation, ensuring controls are proportionate to risk.

### **Stakeholder management and influencing**

- Deliver effective influence across a matrix environment, negotiating solutions that balance competing priorities.
- Deliver confident management of conflict and difficult conversations.
- Deliver shared plans, roles and accountability with partners and internal stakeholders.

### **Leadership and people development**

- Deliver support and development for colleagues, providing timely and constructive feedback.
- Deliver delegation that builds capability, with clear expectations and accountability.

### **Risk management and decision-making**

- Deliver active management of project-level risk appetite and make timely, evidence-based decisions.
- Deliver scenario-based decision-making, clearly documenting options and dependencies.
- Deliver clear escalation, providing options, impacts and recommendations to support governance decisions.

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

- Educated to degree level or
- Equivalent professional qualification or
- Relevant management experience, or knowledge acquired through experience or training in commissioning, health, or care settings.

### Experience

- Experience in commissioning and/or contract management within Adult Social Care or a related field.
- Strong understanding of commissioning processes and statutory requirements.
- Experience of partnership working and stakeholder engagement.
- Strong understanding of adult social care and commissioning principles.
- Awareness of national and local priorities in health and social care.

### Essential knowledge, skills & abilities

- Good understanding of adult social care and commissioning principles.
- Thorough understanding of the Care Act 2014 Ability to work under pressure in quickly changing environments
- Awareness of national and local priorities in health and social care.
- Ability to manage projects and support change.
- Strong communication and analytical skills.

### Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.

- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post  
*You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive*