

Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Brokerage Manager
Salary:	£42,821 - £45,859
Grade:	13
Hours:	37
Team:	Care and Support Brokerage
Service Area:	Health, Education and Social Care Commissioning
Primary Location:	County Hall, Oxford
Budget responsibility:	No
Responsible to:	Lead for Brokerage
Responsible for:	Brokerage Officer, Brokerage Support Officers

Job Purpose

The role of commissioning is to understand the population, their resources, needs, and aspirations, now and in the future. We plan with local people, and our organisational partners, to make the most effective use of local resources and develop solutions to meet needs and aspirations. We create an environment where we, local people, and organisational partners can deliver outcomes with consistency using the right skills and services in an appropriate vehicle. We support continuous improvement so we can be even more ambitious for our organisations and communities in the future.

We strive to achieve this in partnership with local people, NHS commissioners, districts and city council, and providers. This promotes a person-centred, place-based and outcomes focused approach across our whole local system.

We support our organisation, local people and partners to look forward, using analysis and evidence to inform plans, manage risks appropriately, apply insight and develop the market to enable the right services for our local people. We drive change so people receive the right service for their need while ensuring the best possible value is achieved, being flexible to allow for different circumstances and applying our specialisms. We learn and adapt to deliver positive outcomes in efficient and consistent ways, constructively challenging how services are provided and working together to build on our strengths.

The postholder will lead a brokerage team providing advice, sourcing and establishing person-centred, high-quality and cost-effect care and support packages for individuals. They will provide strategic leadership and management to support the delivery of brokerage activities, including receiving referrals, identifying options, sourcing, negotiating and contracting arrangements.

The postholder will specialise in one of the following life stages, leading a team for sourcing the relevant care and support packages:

Life Stage	Description
Start Well	Expected to source a wide range of placements for children and young people, including: fostering, residential, secure, semi-independent, and transition placements. There may also be a requirement to source SEND placements and services, as well as other services to complement care and support packages.
Live and Age Well	Expected to source a wide range of individual care and support packages for vulnerable adults (including those with learning and/or physical disabilities) and older people. This will include: residential care, supported living, extra care, homecare, mental health, and other complex needs. There may also be a requirement to source other services to complement care and support packages. Where applicable, the postholder will also offer a range of services including providing information, identifying options and sourcing services for self-funders.

The postholder will line manage a number of Brokerage Officers who will specialise in the relevant life stage, as well as a number of Brokerage Support Officers who will operate flexibly to provide support across all brokerage activities.

The role will require joint working with other Council directorates, Health colleagues, providers, communities and other partners, therefore building effective working relationships and developing holistic opportunities is vital.

Job Responsibilities

- To oversee the effective and efficient delivery of brokerage activities to identify effective care and support arrangements for children and adults (specialising in a particular life stage), working with operational services, providers and service users.
- To ensure service users, carers and their families can access appropriate signposting, information and advice to inform their care and support decisions.
- To maximise available capacity and innovation in the health and care market for care and support arrangements by working closely with other Council directorates, providers and partners.
- To maintain robust oversight of financial arrangements for care and support packages which enables quality and value, utilising frameworks and cost-effective contractual mechanisms as far as possible.
- To develop, implement and ensure compliance with appropriate governance and decision making processes for care and support arrangements, working with operational service leadership.
- To keep key stakeholders informed and enabled to make decisions on care and support arrangements, including providing relevant information, analysis and reports on activity, performance and the market.
- To promote and ensure a person-centred approach to brokering care and support arrangements which enable the delivery of outcomes, needs and preferences for the service user, carers and their families.
- To ensure a high level of timely, accurate and robust data recording, documentation and administration to facilitate effective management information, financial forecasting, analysis and statutory reporting.
- To build and lead effective working relationships with key suppliers and the wider market, working with Commissioning Managers to shape and develop the market for care and support arrangements.
- To build and lead effective working relationships with colleagues in commissioning, quality & improvement, operational services, the corporate Hub and other council teams to facilitate quality and cost-effective care and support arrangements.
- To ensure compliance with all legislation, government guidance and policies relevant to children and adults requiring care and support packages (specialising in a life stage).
- To ensure that children and vulnerable adults are safeguarded at all times and in line with current legislation, taking appropriate action to address areas of concern.
- To promote and facilitate innovation, creativity and continuous improvement in care and support arrangements within their teams, as well as wider commissioning, assista and contract management.
- To develop and lead change in wider commissioning, procurement and contract management of Health, Education and Social Care services as required.
- To provide case management, supervision, guidance, support, expert advice and development to the team to support the effective and efficient delivery of brokerage activities.

- To be responsible for the effective allocation of work and distributing team resources to enable robust and timely care and support arrangements to be established.

To undertake any other duties commensurate with the grading of the post.

Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our [corporate values](#).

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria	Assessed By:
A degree level or equivalent qualification or relevant professional experience commensurate with the role	A, I
Relevant work experience spanning at least 3 years in purchasing, sourcing, contract management and/or financial management in the public or private sector.	A, I
Considerable experience of working with service users, families and suppliers for the relevant life stage (Start Well; Live and Age Well)	A, I
Demonstrable experience of successfully leading teams, managing resources, and project management to deliver outcomes, quality, and value in the public sector.	A, I
Evidence of using a range of tools and applications to manage effective brokerage, including interpreting data analysis and management information, and reporting to leadership teams.	A, I
In-depth understanding of the legislative frameworks for safeguarding vulnerable adults and children and good knowledge of legislation, care quality practice and contract monitoring for the relevant life stage (Start Well; Live and Age Well)	A, I
Strong ability to work under pressure in a complex, fast-paced and changing environment, prioritising effectively in order to deliver responsibilities	A, I
Strong ability to work in a collaborative and constructive way with others as part of a team, providing challenge where appropriate, to solve problems and implement solutions.	A, I

Ability to communicate effectively in formal and informal settings, build strong relationships and work flexibly with a wide range of stakeholders, including suppliers and operational services.	A, I
Strong experience in managing resources, delivering efficiencies, commercial awareness and market development to support cost-effective and sustainable care and services.	A, I
<p>Key Behaviours</p> <ul style="list-style-type: none"> • Takes ownership and accountability for their personal performance. • Builds strong relationships and networks, takes a collaborative approach with colleagues and stakeholders. • Role models a positive, can-do attitude with a continuous improvement mindset. • Is curious and actively seeks out emerging practices and development opportunities. • Supports a strong team culture, empowering team members and supports team member's learning and development. • Communicates and collaborates pro-actively. • Displays informed decision making • Promotes a blameless culture. • Resilient, determined and confident • Provides their direct reports defined structures and objectives and applies robust performance management • Making the best use of the Oxfordshire resources – money, people, skills, estates, equipment etc – looking beyond organisational boundaries • Putting people and communities at the core of all we do 	I
Desirable Criteria	Assessed By:
Relevant qualification in Health, Education, Social Care or Commissioning.	A, I
An understanding of innovative concepts and ways of working to continuously improve brokerage as part of wider commissioning, procurement and contract management.	A, I
Good knowledge of the health, education and social care strategic landscape, including legislation, regulations, government guidance and policies.	A, I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role include:



<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input checked="" type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors



<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input checked="" type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.

