Kent County Council
Job Description: *Senior Commissioning Support Officer*

Directorate:	**Adult Social Care and Health**
Unit/Section:	**Commissioning and Partnerships**
Grade:	**KSH**
Responsible to:	**Commissioning Manager**

Purpose of the Job:

The Senior Commissioning Support Officer will play a key role in supporting the development, delivery, and evaluation of commissioning activity within Adult Social Care and Health. The post holder will work collaboratively across the Council and with external partners to support the full commissioning cycle.

The post holder will ensure that people with lived experience are at the heart of all commissioning and innovation activity, in line with the Adult Social Care Strategy *Making a Difference Every Day*.

Main duties and responsibilities:

- Work closely with commissioning managers and partners to understand service challenges and identify opportunities for improvement through the commissioning cycle including innovation and the use of digital solutions.

- Apply structured project management approaches throughout the commissioning cycle to plan activities, manage dependencies, monitor progress, and ensure delivery to agreed timescales.

- Support innovation and “test and learn” approaches, including participation in innovation cycles and sprints, to explore new models of delivery and technological solutions.

- Monitor, evaluate, and report on the progress and impact of commissioning and innovation activity, identifying learning, risks, and opportunities for improvement.

- Contribute to the development of clear success measures to assess impact, value for money, and readiness for scale or sustainability.

- Support preparation for the transition of successful initiatives across the Directorate and Support division where appropriate.

- Maintain effective communication and engagement with stakeholders, including preparation of reports and briefings for senior officers and elected Members.

- Build and maintain strong relationships across organisational and professional boundaries, supporting joint working and multi-agency collaboration at local, regional, and national levels.

- Horizon scan for emerging policy, research, funding opportunities, and best practice relevant to commissioning, innovation, and digital transformation.
- Embed a culture of co-production by working collaboratively with people who draw on care and support, ensuring their voices inform design, delivery, and evaluation.

- Promote equality, diversity, and inclusion, actively role-modelling inclusive behaviours and contributing to a safe, respectful, and supportive working environment.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Senior Commissioning Support Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• A regulated qualification at Level 4 or 5 (RQF) or equivalent • Evidence of continuing professional development relevant to commissioning, project management, innovation, or public service delivery • Any recognised Project Management qualification would be preferable, along with having the willingness to work towards the organisations recognised APM PMQ qualification.
EXPERIENCE	• Substantial experience supporting or managing projects or programmes within a relevant field. • Experience of working within a social care, health, local government, or wider public sector environment. • Demonstrable experience of supporting commissioning activity, service development, innovation, or transformation initiatives. • Experience of working collaboratively with a range of stakeholders, including internal teams and external partners. • Experience of joint working and multi-agency partnership working at a local and/or regional level. • Experience of analysing information or evidence to inform decision making, service improvement, or evaluation. • Experience of preparing reports, briefings, or presentations for senior officers or governance forums. • Experience of working with people who draw on care and support to inform service design, delivery, or evaluation. • Experience of supporting digital or technology-enabled service improvement initiatives
SKILLS AND ABILITIES	• Excellent written and verbal communication skills, with the ability to communicate clearly and confidently with people at all levels. • Ability to produce high-quality reports, briefings, and presentations tailored to different audiences. • Strong organisational and coordination skills, with the ability to manage multiple priorities and deliver work to agreed timescales. • Ability to apply structured project management approaches to plan, monitor, and support delivery of work. • Strong analytical skills, with the ability to interpret qualitative and quantitative data and identify learning and insight. • Ability to work collaboratively across organisational and professional boundaries, building effective working relationships.

	• Ability to think creatively and contribute to innovative solutions to complex service challenges. • Ability to support change and improvement activity in a complex, politically aware environment. • Ability to work in an agile and flexible way, responding positively to changing priorities and emerging issues. • High levels of tact, diplomacy, and professionalism when working with senior stakeholders and partners.
KNOWLEDGE	• Knowledge and understanding of commissioning principles and approaches within public services. • Knowledge of issues facing adult social care and health services, including current policy and strategic drivers. • Understanding of co production and the importance of lived experience in service design and improvement. • Awareness of relevant legislation, guidance, and regulatory frameworks impacting adult social care and health. • Understanding of value for money, outcomes-based approaches, and the importance of evaluation and impact. • Awareness of budgetary and financial procedures, including external funding opportunities (desirable).
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making