

Kent County Council  
Job Description: *Market Support Officer*

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<b>Directorate:</b>	Adult Social Care and Health
<b>Unit/Section:</b>	Adults Commissioning Team
<b>Grade:</b>	KR7
<b>Responsible to:</b>	Commissioners

**Purpose of the Job:**

Working within the Adults Commissioning Team, postholders will work closely with Adults Community Teams, to provide support to Commissioners to gather, maintain and analyse information, to undertake targeted quality and safeguarding activities with service providers, in accordance with an agreed prioritised framework.

Collaboratively drive quality in care and safeguarding improvements by developing and maintaining relationships with a range of internal and external stakeholders, to ensure the best outcomes are delivered to Kent residents.

Support Commissioners to ensure compliance with the Council's contract specifications, Care Quality Commission requirements and other legislative standards and develop, implement and review quality improvement action plans as required with service providers.

**Main duties and responsibilities:**

1. Support Commissioners to oversee a portfolio of providers at a local geographical level, interpreting a range of market information to develop a risk management approach to support with providing oversight to the Directorate. Perform less complex planned and unplanned robust quality assurance activities within an agreed and prioritised framework, to ensure services are fit for purpose and provide the 'best value'.
2. Provide support and information to internal and external teams and partners as part of 'post inquiry' safeguarding actions and quality in care issues. Support the Commissioners to ensure quality assurance and contract compliance levels are achieved and maintained and make recommendations to the Commissioner regarding the necessary remedial action to be taken.
3. Develop relationships with providers at a local level. Monitor and escalate where required, their current compliance with agreed quality actions, in accordance with defined timescales, supporting remedial action where necessary. Contribute towards the performance management processes across the County to provide support with the oversight of quality and risk.

4. To have an understanding of all relevant internal and external frameworks, policies and legislation and provide advice and guidance as to how this knowledge could be applied to enhance service delivery.
5. Contribute to information collated to respond to complaints and 'Freedom of Information' requests in accordance with agreed frameworks, relating to quality and compliance concerns.
6. Support a process to co-ordinate, analyse and report feedback from people we support, their families, unpaid carers, and other key stakeholders, for identified audiences. Provide advice and information to service providers and other identified stakeholders and attend and contribute to key meetings/forums relevant to the role, as required.
7. Support Commissioners, relevant Directorate functions and service providers to share learning resources and good practice, to drive service improvement in accordance with relevant frameworks.
8. Work with teams and functions across Directorates to understand the local quality profile and identify themes and trends, to inform the commissioning cycle.

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: *Market Support Officer*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ol style="list-style-type: none"><li>1. Level 2 (working towards or willing to work towards Level 3) or equivalent diploma qualification (e.g. project, business, management or health and social care, or relevant equivalent work experience in these fields of work).</li><li>2. Demonstrate commitment to personal and professional development.</li><li>3. Good standard of basic education, demonstrating numeracy and literacy.</li></ol>
<b>EXPERIENCE</b>	<ol style="list-style-type: none"><li>1. Experience of working within a project, contract management, quality assurance or social care or health environment to support continuous improvement.</li><li>2. Experience of maintaining spreadsheets and manipulating data sets.</li><li>3. Awareness/knowledge of provider relationships and working with providers to achieve improvements in service delivery.</li><li>4. Awareness/knowledge of partnership and multi-agency working.</li><li>5. Experience of working with people with social care needs.</li><li>6. Awareness/knowledge of a politically sensitive setting.</li></ol>
<b>SKILLS AND ABILITIES</b>	<ol style="list-style-type: none"><li>1. Positive can-do attitude, with drive to improve the experience for people we support, their families and carers.</li><li>2. A highly enthusiastic and motivated self-starter, who is able to use initiative to deliver priorities within tight deadlines and able to manage changing priorities and be productive with own time and that of others.</li><li>3. Evidence of using a range of tools, core Microsoft applications and other applications to undertake data analysis, to support effective quality, performance and contract management and update and present reports and findings.</li><li>4. Ability to understand what good quality of care looks like.</li><li>5. An open and honest, creative thinker who is prepared to learn from experience and who is responsive to change.</li></ol>

	<p>Excellent verbal and written communication skills and strong interpersonal skills to build and maintain effective working relationships with colleagues, people who use our services, families and other stakeholders and the ability to deliver clear and concise messages.</p> <ol style="list-style-type: none"> <li>7. Ability to negotiate, influence and develop provider performance.</li> <li>8. Basic knowledge of change management or service improvement.</li> <li>9. Willingness and ability to undertake quality and safeguarding activities across various geographical locations within Kent, in a timely and flexible manner in accordance with the needs of the job.</li> </ol> <p>Committed to support the Directorate’s Equality and Diversity Policy Statement which is an integral part of the Directorate’s service delivery and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion.</p>
<b>KNOWLEDGE</b>	<ol style="list-style-type: none"> <li>1. Knowledge of key internal and national initiatives, frameworks, processes, guidance, legislation, requirements and policy that impact upon Social Care including the Care Act, Deprivation of Liberty, Care Quality Commission, Mental Capacity Act and Making Safeguarding Personal.</li> <li>2. A broad understanding of contract, quality or project management techniques, tools and processes.</li> <li>3. Political awareness and awareness of impact of actions. Knowledge of Data Protection and confidentiality issues.</li> </ol>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile  <b>Curious</b> - constantly learning and evolving  <b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all  <b>Working Together</b> - building and delivering for the best interests of Kent</p>

	<p><b>Empowering</b> - Our people take accountability for their decisions and actions</p>
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	<p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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