Role Profile

Part A - Grade & Structure Information

Job Family Code	**8BF**	**Role Title**	**Commissioning Officer - Qualitative Research**
Grade	PS8	**Reports to (role title)**	**Senior Commissioning Manager - Qualitative Analysis**
		Directorate	**Children's, Schools and Families**
JE Band	269-313	**Service**	**CSF Commissioning**
		Team	**Insight and Innovation**
		Date Role Profile was created	**Nov-16**

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Use ethnographic research to provide a rich insight into 'real life' behaviour of children, young people and families and identify new or currently unmet user needs. Use this approach to inform the design of new commissions when there is a need to understand real end user needs, or to understand the constraints of using a new service by a particular target group. Support user research to give commissioners and leaders the understanding needed to design a good user experience.
Work Context	The Insight and Innovation team works with Market Strategy and Quality and Experience staff creating the commissioning function within the Children's Schools and Families directorate. The functions of the team focus on looking at the impact and effectiveness our services are currently having: both within SCC and those we have procured based on performance information. This team is a driver for change and looking at new models and approaches for commissioning maximising partnership working and looking at new social investment or other funding opportunities. The team is responsible for reviewing the impact of commissioning decisions taken to ensure there is clarity on the consequences of the decisions on children young people and families
Line management responsibility if applicable	None
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. Customer Service & Support • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Planning & Organising • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Assist budget/resource management in accordance with the council policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. People Management Either: • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. And/Or: • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of the council staff. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 3, or able to evidence knowledge and understanding of appropriate business disciplines; Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	
Role Summary	Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.