

## Job Description



<b>Job Title:</b> Homelessness and Rough Sleeping Strategic Lead Commissioner	<b>Post Number:</b>	<b>Evaluation Number:</b> LBN 670
<b>Directorate:</b> Adults, Health and Communities	<b>Service:</b> Adults, Health and Communities Commissioning	
<b>Grade:</b> SMR B	<b>Date last updated:</b> September 2024	
<b>Accountable to:</b>	Assistant Director of Commissioning	
<b>Accountable for:</b>	4 members of staff (approximate) A commissioning budget of £10 million (approximate)	

### **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## Job Purpose

The Council has an exciting and ambitious agenda to improve the life opportunities for residents who are rough sleeping or homeless. The borough has very high levels of homelessness need, with a significant financial implication. This new role will bring together the Councils rough sleeping and homelessness commissioning responsibilities, with a particular focus on improving the prevention and pathways to independence.

The role will lead on the ongoing development of the relevant sections of the emerging Supported Accommodation Strategy and the Councils Homelessness Response Programme, ensuring that there is a clear and deliverable plan. This will include;

- Integral to establishing a new approach to strategy and commissioning for homelessness in Newham.
- Leading the commissioning/de-commissioning of services and resource allocation to meet the needs of homeless and rough sleepers together with joint commissioning activity with key partners.
- Securing best value
- Ensuring a robust performance and quality framework will be key deliverables.
- Bringing in additional grant where possible.
- Inform the Councils acquisitions programme and Newham Living Supported Accommodation investment plan.

The post holder will drive change to secure improved outcomes for homeless and rough sleeping residents using evidenced based approaches, developing strong partnerships with stakeholders including Greater London Authority and Ministry for Housing, Communities and Local Government, the housing sector and health partners. Engaging with people with lived experience is essential in understanding need and opportunities, this work will be based on the Newham principles and approach to co-production.

The role will be responsible for the development and delivery for Medium Term Financial Strategy priority areas.

The Adults, Health and Communities commissioning team leads the commissioning arrangements for some services outside of the directorate responsibilities. The line management will be provided within the commissioning team with matrix management arrangements with Housing colleagues. The post holder will also operate within a wider commissioning team for which there maybe wider objectives.

## **Job Context**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To be familiar with and keep up to date with national legislation & policy, best practice and external factors relating to housing, homeless and rough sleeping.
2. To lead on the development of rigorous quality assurance, performance and safeguarding procedures for commissioned homeless and rough sleeping services.
3. Report progress against performance targets and strategic objectives through various meetings and Boards in the form of written reports.

4. Undertake benchmarking activities across the service as a whole, both with local/regional and national agencies, including the analysis of information and outcomes to increase awareness of the positioning of the authority and highlight areas to improve on outcomes.
5. Strategic leadership for the Council's homeless and rough sleeping commissioning plans, which involves working with senior officers and members across the council, external partners, lived experience and providers to achieve the best outcome for residents.
6. Embed co-production with homeless and rough sleeping commissioning at all stages.
7. Develop a strategic and evidence based approach to homeless and rough sleeping commissioning and joint commissioning, understanding the organisation's priorities and assessing a range of policy and service delivery options to best deliver the desired outcomes in a strategic and cross cutting way.
8. Lead on the commissioning of services through a range of options including negotiation, procurement, partnership development, enabling, regulating etc. To produce service specifications and service level agreements to achieve improved outcomes for children and families.
9. Constructively challenge and provide leadership in terms of holding providers to account for performance and ensure commissioned services provide value for money and deliver against agreed specifications, including managing risks and underperformance. To report on delivery of outcomes to stakeholders including the Mayor, elected members and other council officers.
10. Robust and accurate financial management including the authorisation, monitoring and control of expenditure in accordance with Financial Regulations and Delegated Authority.
11. Use judgement and analytical skills to determine when to take appropriate action where the performance of providers is not satisfactory, including conflict resolution and decommissioning services, where appropriate.
12. Ensure robust auditing and validation of data for effective performance management. Oversight of the development of systems for gathering and making use of information about the performance and impact of providers, including responsibility for briefings, performance reports and advice on matters relating to the commissioned service.
13. Leadership and oversight of a periodic review of commissioned services to evaluate outcomes and consider options for future commissioning.
14. Ensure statutory obligations relating to the service area and corporate policies and procedures are fulfilled, including safeguarding and health and safety.
15. Responsibility for managing and providing leadership to staff and resources to ensure the achievement of key organisational priorities, including efficiency savings.

16. Duties could expand beyond Newham to regional and sub-regional work. Equally, the role exists within the wider commissioning structure for which the job holder may be required to contribute.

The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet the needs of all service users and stakeholders.

To carry out any other duties which are commensurate with this post as may be required.

### **Politically Restricted Posts**

In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or subcommittee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.

## Person Specification

<b>Job Title:</b> Homelessness and Rough Sleeping Strategic Lead Commissioner	<b>Post Number:</b>	<b>LBN Evaluation</b> LBN 670
<b>Directorate:</b> Adults, Health and Communities	<b>Service:</b> Children’s Commissioning	
<b>Grade:</b> SMR B	<b>Date last updated:</b> September 2024	
Assistant Director of Commissioning		
4 members of staff (approximate) A commissioning budget of £10 million (approximate)		

### Important Information for Applicants

The criteria listed in this Person Specification are all essential to the job. Your application form must demonstrate clearly and concisely how you meet each of the criteria. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Where there is an alternative method of assessing the criteria, e.g. via a test or interview, this will be indicated below. Please give specific examples wherever possible.

### Behaviours and Competencies

The London Borough of Newham has identified six key behaviours and competencies which should be demonstrated by all Council employees. Successful candidates will show the ability to meet these behaviours and it is essential that you give **at least one example** of your ability to meet each of the behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional management behaviours.

CRITERIA	METHOD OF ASSESSMENT
<b>EQUALITY AND DIVERSITY</b>  We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
<b>PROTECTING OUR STAFF AND SERVICES</b>	

<p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p><b>KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>Comprehensive knowledge of the equalities and diversity agenda and statutory frameworks as it relates to service planning, commissioning and delivery</li> <li>Comprehensive knowledge of legislation and strategy/policy frameworks for homelessness and rough sleeping</li> </ul>	<p>Interview</p> <p>Application Form/Interview</p>
<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>Educated to degree-level or equivalent in a relevant area, or equivalent by experience.</li> <li>Qualification in commissioning or equivalent (desirable).</li> <li>Evidence of continuous managerial and professional development.</li> </ul>	<p>Application Form/Documentation</p> <p>Application Form/Documentation</p> <p>Application Form/Documentation</p>
<p><b>EXPERIENCE:</b></p> <p>Experience of working in homelessness and rough sleeping commissioning</p> <p>Experience of preparing and presenting complex reports and making recommendations for change to senior managers.</p> <p>Substantial experience of effective project management and delivery with meticulous attention to detail.</p> <p>Experience of procurement activities, such as tendering and contract management.</p> <p>A demonstrable track record of budget management and delivering financial and other efficiency savings.</p> <p>Experience of stakeholder communication, management and negotiation, to a range of audiences including senior management, service professionals and service users to achieve service objective.</p>	<p>Application Form/Interview</p> <p>Interview/Test</p> <p>Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>A demonstrable track record of delivering results on time, to a high quality and to budget.</p> <p>Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications.</p> <p>Ability to set outcomes and outputs for service delivery that are measurable.</p>	<p>Application /Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p>
<p><b>SKILLS AND ABILITIES:</b></p> <ul style="list-style-type: none"> <li>▪ Excellent I.T. Skills (Microsoft Office).</li> <li>▪ Excellent communication, writing and presentation skills with experience of effective communication to a range of audiences including senior management, professionals and service users.</li> <li>▪ Highly effective organisational and prioritisation skills, managing a demanding and complex work-programme with rapidly changing and competing priorities.</li> </ul>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Interview/Test</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <ul style="list-style-type: none"> <li>▪ Ability to know when to draw risk and sensitive matters to the attention of managers.</li> <li>▪ Flexible, innovative and creative approach.</li> </ul>	<p>Interview</p> <p>Application Form/Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>▪ Able to attend meetings in the evening; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines.</li> <li>▪ Able to work under pressure and to tight deadlines</li> <li>▪ This post is subject to an enhanced DBS check.</li> </ul>	<p>Interview</p> <p>Application</p> <p>Satisfactory clearance at conditional offer stage</p>

**Our Behaviours:**

## **1. Focus on Residents and Customer Outcomes**

- Puts the customer at the forefront of all they do
- Provides the same quality of service to both internal and external customers
- Prioritises appropriately between the competing demands of customers
- Regularly reviews, and takes responsibility, for the quality of their service and acts upon customer feedback to improve both quality and delivery

## **2. Working Together and Collaboration**

- Builds effective relationships with internal and external customers
- Shares information with stakeholders and involves them in decisions that affect them
- Is proactive in generating ideas and solutions across the organisation
- Brings out the best in team members as a leader or a peer

## **3. Aim High**

- Delivers what they promise and continuously strives to improve performance
- Understands how the organisation's vision impacts on them and their team
- Shows commitment to achieving the organisation's goals
- Encourages solution focused problem solving and tenacity when faced with challenges

## **4. Accountability, Ownership and Judgement**

- Aware of their own responsibilities and accountabilities and takes responsibility for their own actions
- Provides clear measures of success and delivers constructive performance feedback
- Seeks to effectively resolve conflict at an early stage to prevent problems escalating
- Moves things forward with enthusiasm

## **5. Say It Like It Is, Setting Direction and Leading Change**

- Makes time to listen to others and provides open and honest feedback to help others to learn and increase performance
- Readily embraces change and capitalises on opportunities created by change
- Encourages people to be creative and innovative in their work and reviews success to build on what has gone well
- Clearly communicates vision and corporate direction
- Visible at all levels of the organisation demonstrating an inspirational leadership style

## **6. Show People Who You Are**

- Leads by example and sets a positive example for others to follow; is enthusiastic, approachable and motivational
- Treats people as individuals in a respectful and friendly manner
- Sees diversity in their team and the community they serve as positive and demonstrates a pro-active approach to promoting equality of opportunity
- Manages their own emotions appropriately

## **7. Commercial Focus (Managers Only)**

- Always seeks value for money in all projects and initiatives



- Manages and plans the use of resources and budgets effectively
- Consider, and be able to articulate, the financial impact of your actions and decisions in the use of public funds
- Identifies and manages the risks in a course of action
- Follow the Council's Scheme of Delegation, Contract Standing Orders and Financial regulations
- Examines how partners, stakeholders and the commercial sector can support what we do

#### **8. Talent Management (Managers Only)**

- Takes time to coach others and looks for opportunities to delegate challenging work as a development opportunity
- Encourages the sharing of best practice and supports employees to be the best they can
- Treats mistakes as an opportunity to learn
- Provides constructive feedback to improve performance
- Identifies high and under performers and ensures people are supported to improve and/or rewarded