

Job Description and Person Specification

Lead Officer – Placement Brokerage

A Lambeth to be proud of



Job Title:	Lead Officer – Placement Brokerage (PO4)
Department:	Children's Services
Division:	Integrated Children's Commissioning and Youth Services
Business Unit:	Children's Brokerage & Specialist Placements
Grade:	PO4
Reports to:	Service Managers
Responsible for:	N/a

Context

The CBSP teams will be led by an Assistant Director, 2 Service managers and 3 Lead Officers – one for each of Placement Brokerage, Non-Placement Brokerage & Payment Assurance. Each post will manage up to 8 staff delivering tasks relating to the service area.

Job Purpose

- Motivate and manage the allocated staff team including day to day tasks, supervision, team building and appraisals.
- Ensure that service requests are considered and resolved in a timely manner and in line with published service standards.
- Implement complex search and resolution processes & lead solutions
- Escalate risk and non-provision to Assistant Director
- Work to published standards and legal frameworks ensuring that we achieve outcomes for children, best value for the authority and positive relationships are maintained with providers

Responsibilities

1. Ensure that request processes and escalation protocol are consistently and appropriately applied
2. To ensure workload and demand is managed and acceptable within the context of the team and demand
3. To receive management escalation, informal complaint and challenge and to attempt resolution in the first instance
4. To populate relevant performance dashboard and to communicate this to the team and externally as directed by the CBSP SM / AD
5. Ensure adherence to CBSP procedure and processes by all CBSP officers within the team
6. Provide guidance and direction in process and approach to provider negotiation and engagement
7. To guide and motivate the team in individual and group environments

8. To develop, deliver and where appropriate, commission training and any specific support required to ensure and enable staff to deliver a CBSP service to the highest standards and level of efficiency
9. Develop an inclusive, supportive, and outcome-focussed team culture, ethos and associated working practices
10. Support and direct staff in group and individual environments and identify and manage issues of performance in conjunction, discussion and direction of the CBSP SM / AD.

Range of General responsibilities dependant on team - responsibilities to include (but not limited to):

11. Management, supervision, and deployment of CBSP resources as required and directed
12. Ensuring appropriate provision searches based upon description of need if responsible for placements or non-placement brokerage.
13. Ensuring the use of known contacts and service liaison and negotiation to identify appropriate service options
14. Ensuring negotiation with service providers in terms of future availability of service provision
15. Ensure and facilitate the identification of short-term emergency provision for circumstances where ongoing (longer-term) provision is not immediately available – to ensure immediate need is met at least with a contingency plan in terms of service provision.
16. Manage an effective on boarding process for providers and payments maintaining a positive relationship with providers
17. Manage and lead an effective provider quality assurance process and use the information to assist effective decision making.
18. To manage a team and support, direct and enable staff to be able to organise, plan and prioritise workload in response to competing demands
19. Be fully conversant with available in-house, framework and spot provision both locally and nationally
20. Maintain office systems that allow and facilitate the recording and authorisation of resource requests and the payments associated with such requests
21. Undertake other duties appropriate to the role and grade that may reasonably be required from time to time

Skills & Attributes:

22. Ability to work alongside and assist team members, and the team as a whole
23. Openness to learning new skills
24. Openness to delivering services differently and by assisting to develop and determine new ways of working

25. The ability to think about how we deliver things differently to ensure we do it better
26. To work within a team within a structure and to work together to deliver agreed outcomes
27. Showing integrity and honesty in all that we do – especially when we are challenged or when others are frustrated or angered by action or inaction
28. Demonstrating ability to problem solve at micro and macro level
29. Ensuring delivery an agreed outcome (not just a part of the process)
30. Demonstrating the ability to communicate with different groups – internal staff and service providers.
31. Ability to do so verbally, in writing and ensuring that this communication contains influence, motivation and passion.
32. Demonstrating the ability to negotiate and understanding the predicament of others

PERSON SPECIFICATION
Lead Officer – Placement Brokerage PO4

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).			Shortlisting Criteria
You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.			
If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.			
For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.			
Key Knowledge	K1	Knowledge of relevant national legislation and statutory requirements that underpins safe and excellent delivery of Children’s Service	✓A
	K2	Knowledge of government guidelines and standards and professional codes of practice that support the delivery of safe, high-quality service	✓A
	K3	Knowledge of Children’s Brokerage Services and Commissioning arrangements for Children in Care and Care Leavers within Local authorities, Private Organisations and the Third Sector (Charities)	✓A
Relevant Experience	E1	Minimum 3 years’ experience a team leader in Children's Social Care Sector	✓A
	E2	A track record of effectively delivering safe services within a multi-agency framework, which has delivered excellent outcomes	✓A
	E3	A track record of cooperative and collaborative working in a pressured environment to focusing core priorities and objectives	
	E4	A track record of consistently achieving performance targets within timescales and within budget	✓A
	E5	Successful track record translating strategies and plans into achievable operational realities.	
	E6	Experience of people management skills that demonstrates ownership and accountability; to include inter-personal and conflict management	
	E7	Experience of communicating to a variety of audiences, including the production of complex reports.	
Qualification	Q1	Good general education attainment is required Relevant NVQ level qualifications and other relevant qualification is advantageous	
	Q2	Any relevant qualification(s) that demonstrates understanding of customer care policy and commitment to delivering high quality public service.	✓A

Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that	

		they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	