

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	COMMUNITY & CHILDREN'S SERVICES
Division:	Regional Commissioning Unit
Section:	Commissioning Officers
Sub Section:	
Post Title:	Regional Monitoring & Compliance Officer
Vision Post Number:	16956
Grade:	GR11
Responsible to:	Regional Commissioning Officer
Posts Reporting to this Post:	n/a
Team:	Regional Commissioning Team
DBS Required Level:	Enhanced – child and adult workforce
Location:	Navigation Park, Abercynon
Date of Description:	October 2019

KEY OBJECTIVES

To assist the Head of Regional Commissioning Unit and Regional Commissioning Officers in the Performance monitoring and compliance of the Integrated Care Funds (ICF) and other Welsh Government funded programmes, commissioned across the Cwm Taf Morgannwg region (Rhondda Cynon Taff, Merthyr Tydfil and Bridgend).

Monitor and coordinate programme performance and financial information, to deliver improved outcomes for vulnerable people, children and families.

Develop performance reports for specific projects and compiling programme performance reports for Management Groups and Regional Partnership Board as required.

Oversee and analyse service provision activity and performance monitoring reports and highlighting areas for improvement.

Support projects to improve service activity performance data where required.

To co-ordinate and monitor service user participation to ensure that the views of service users, families and carers are included in the development, delivery and design of services.

SPECIFIC RESPONSIBILITY

1. To support the creation of a Performance Management framework, set up of relevant systems to undertake performance monitoring of the Integrated Care Fund (ICF), across the Cwm Taf Morgannwg region, supporting the objectives of the Regional Plan, to meet service users and local population needs.
2. To be responsible for the quarterly and annual analysis of monitoring reports, data and information in order to produce timely reports on key outcomes and performance measures of services and ICF programmes, reporting to the Transformation Leadership Group (TLG) and Regional Partnership Board, within the Cwm Taf Morgannwg region.
3. To support the Regional Commissioning Officer in the compilation of relevant timely reports and funding claim forms to Welsh Government and other funders, on service activity, performance, issues and risks, completing all relevant monitoring records, as directed by funders.
4. As part of the monitoring process, to identify and investigate any non-compliance of contract service specifications and / or poor performance against agreed performance indicators and report accordingly. Working with programme leads and service providers to address issues and establish a corrective action plan, under the direction of the Regional Commissioning Officer.
5. Support the tendering of commissioned provision by contributing to the development of effective contract service specifications by advising on measurable performance targets which are linked to the delivery of the programmes and advising on key financial considerations, as required across the Cwm Taf Morgannwg Region.
6. To work across organisational boundaries and supporting Service Managers with performance management of service contracts, new contract development, contracting issues, as required.
6. To ensure that the performance information across the whole Cwm Taf Morgannwg region is recorded and reported accurately, effectively and securely and

complies with external funding requirements, data governance/protection and GDPR requirements.

7. To support the Regional Commissioning Officer, on the production of relevant performance, data and financial reports for relevant key stakeholder groups; Regional Partnership Board, Transformation Leadership Group and key stakeholder working groups, focussing on older people, children and families and vulnerable groups, against key targets.

8. To work with provider agencies and partners to ensure that the voice of Service Users, families and carers, are heard through active consultation and engagement and ensure the views are considered in the development, delivery and evaluation of services.

9. To attend and contribute to relevant working groups, ensuring that the Cwm Taf Morgannwg Regional Commissioning Unit is represented, kept up to date with developments and has the opportunity to shape and influence future agendas.

10. To work effectively with key stakeholders and organisations to secure additional resources and maximise funding opportunities, supporting the development of funding applications and business cases, as and when required and when funder opportunities become apparent.

11. To be responsible for the creation and maintain appropriate financial records, spreadsheets and databases, monitoring ICF and other funding streams financial expenditure against profiled costs across the Cwm Taf Morgannwg region, in order to report to key regional stakeholders, reporting to the TLG Group and Regional Partnership Board.

12. To work with the Regional Commissioning Officer on funding resource maximisation on early identification of slippage and under-spend in funding streams and compiling of information, considering options for re-allocation of funding to Head of Regional Commissioning Unit, TLG and Regional Partnership Board, on a timely basis.

13. To support the Regional Commissioning Officer on dealing and responding with Welsh Government funders' queries and/or Wales Audit Office, as identified, meeting key deadlines.

14. To be responsible for the creation of relevant compliance and audit requirements of the funding streams, advising regional service managers of good practice to safeguard funding streams and following relevant financial standing orders and procurement requirements.

15. To work with the Regional Commissioning Officer on financial analysis data, ensuring value for money, and supporting recommendations for efficiencies and improve cost models, maximising funding streams in line with terms and conditions of funding.

16. To create strong working links with relevant key stakeholders, service managers, financial managers, to forge collaborative working across organisational boundaries, across the Cwm Taf Morgannwg region.

17. To provide support to and work closely with the Head of the Regional Commissioning Unit, senior management team and deputise for the Regional Commissioning Officer during times of absences or as required.

To work with the Regional Commissioning Officer on the development and collation of evidence of good practice, example case studies, demonstrating change, innovative practice and impact supporting the regional and Welsh Government's vision of Transforming Health and Social Care, to meet the requirements of the new 'Healthier Wales' initiative.

18. To support the Business Support Officer on the compilation of reports, working papers for discussion and approval, at formal Transformation Leadership Group (TLG) meetings, Regional Partnership Board (RPB) and key stakeholder working groups for older people, those with learning disabilities, children and young people.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).



PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	<p>Knowledge of compliance and monitoring arrangements for external funding bodies</p> <p>Understanding of performance management and monitoring processes</p> <p>Ability to use Microsoft excel to a high standard</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills.</p>	<p>Knowledge of equality, diversity and inclusion</p> <p>Educated to degree level or equivalent in areas such as performance management, financial management, commissioning, business, performance.</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
EXPERIENCE	<p>Experience of maintaining and monitoring performance information management reporting</p> <p>Experience in creating and managing financial management information & procedures.</p> <p>Experience of analysing complex information, creating monitoring reports against agreed targets.</p> <p>Experience of external funding programmes, reporting and working to funding terms and conditions.</p> <p>Experience of developing and using Results Based Accountability (RBA) report cards and reporting methodology</p>	<p>Experience of regional working and/or working across organisational boundaries</p> <p>Experience of using the WCCIS performance management reporting system.</p>

COMPETENCIES	Technical, Specialist and Professional Competency Framework
Working in Partnerships and Teams	<p>Builds lasting, positive & supportive relationships with a wide variety of other people</p> <p>Knows when it will be most effective to work as a team and when to work alone; works well in both</p>
Communicating Effectively	<p>Cascades and shares information appropriately – on time and to the right people</p> <p>Produces excellent and accessible written information</p>
Professional Expertise and Development	<p>Demonstrates excellent practice and an extensive knowledge base in their own professional area</p> <p>Analyses and evaluates information and data accurately</p>
Managing Resources	<p>Plans well in advance to meet deadlines</p> <p>Anticipates problems and takes action to reduce the risk of things going wrong</p>
Achieving Results	<p>Takes pride in delivering high quality work for the benefit of Service Users. Meets or exceeds targets</p> <p>Makes the best possible use of time</p>
Focusing on Service Users	Is very approachable and encouraging to customers, whilst remaining professional and unbiased
Creating and Responding to Change	<p>Engages with new ideas and looks for ways to make them work</p> <p>Revisits changes to see what is working and makes appropriate changes</p>
Being Accountable	Takes full responsibility for delivery of tasks
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Able to travel across the Cwm Taf Morgannwg region and other localities, in line with the requirements of the post.</p> <p>Flexible working arrangements</p>