

JOB DESCRIPTION

Job Title	Service Manager		
Directorate	Adults Commissioning		
Reporting to	Head of Service		
Grade	Grade 8		
Evaluation ref:	RP250	Job ref:	Family
Role purpose			
<p>This role is responsible for the strategic commissioning and operational oversight of a portfolio of services that support adults with a range of needs, including prevention and early help, older people, individuals with physical or learning disabilities, and those with mental ill-health or specialist housing needs. The postholder will work collaboratively with internal teams, external providers, health partners, and community stakeholders to ensure services are person-centred, outcomes-focused, and aligned with statutory responsibilities and local priorities.</p> <p>The Service Manager will lead a team of commissioning professionals, ensuring that services are co-produced with service-users and carers, and that they deliver value for money while meeting quality standards. The role requires a strong understanding of the adult social care and landscape, including relevant legislation, funding mechanisms, and performance frameworks. The postholder will also contribute to strategic planning, market shaping, and innovation in service delivery, ensuring that Somerset Council remains responsive to the evolving needs of its population.</p>			
Accountabilities			
<ul style="list-style-type: none"> • Strategic Leadership: Provide strategic direction and leadership for the commissioning of adult social care services, ensuring alignment with council priorities and statutory duties. • Service Development: Lead the design, development, and implementation of innovative, person-centred services that meet the needs of adults across Somerset. • Performance Management: Monitor and evaluate the performance of commissioned services, ensuring they deliver high-quality outcomes and meet agreed targets. • Financial Oversight: Manage commissioning budgets effectively, ensuring services are cost-efficient and provide value for money. • Market Shaping: Develop and maintain a sustainable and diverse provider market that can respond to current and future demand. • Partnership Working: Build and maintain strong relationships with internal and external stakeholders, including health partners, voluntary organisations, and service users. • Contract Management: Oversee the procurement, negotiation, and management of contracts, ensuring compliance with legal and regulatory frameworks. • Safeguarding and Compliance: Ensure all commissioned services adhere to safeguarding standards and relevant legislation, including the Care Act 2014. 			

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- **Workforce Leadership:** Lead, support, and develop a team of commissioning professionals, fostering a culture of continuous improvement and collaboration.
- **Policy and Strategy Contribution:** Contribute to the development of local and regional strategies, policies, and frameworks that shape adult social care commissioning.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
A thorough understanding of adult social care legislation, including the Care Act 2014 and Mental Capacity Act.	✓	
Knowledge of commissioning principles and practices in a local government or health setting.	✓	
Understanding of safeguarding frameworks and responsibilities in adult services.	✓	
Awareness of the challenges and opportunities in integrated health and social care systems.	✓	
Familiarity with contract management and procurement regulations in the public sector.		✓
Knowledge of market shaping and provider development strategies.		✓
Experience		
Proven experience in a commissioning or service management role within adult social care.		✓
Experience of leading and managing teams to deliver strategic objectives.	✓	
Demonstrable experience of working in partnership with health, voluntary, and community sector organisations.	✓	
Experience of managing budgets and delivering cost-effective services.	✓	
Experience of co-producing services with service users and carers.		✓
Experience of leading service redesign or transformation projects.		✓
Qualifications / Registrations / Certifications		
A degree or equivalent qualification in social care, health, public policy, or a related field.	✓	
Management qualification or evidence of continuing professional development in leadership.	✓	
Relevant professional qualification in social work, nursing, or commissioning.		✓
Project management qualification such as PRINCE2 or Agile.		✓

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Evidence of training in safeguarding adults and mental capacity.		✓
Qualification or training in contract management or procurement.		✓
Skills		
Strong leadership and people management skills, with the ability to motivate and develop teams.	✓	
Excellent communication and interpersonal skills, with the ability to influence and negotiate at all levels.	✓	
Ability to analyse complex data and use evidence to inform decision-making.	✓	
Strong organisational and project management skills, with the ability to manage competing priorities	✓	
Ability to build and maintain effective partnerships across sectors.		✓
Competence in using digital tools and systems for commissioning, reporting, and performance monitoring.		✓
Working Conditions		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> • Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events. • Location: The primary work location is County Hall, with opportunities for remote work as per organisational policies. • Travel: Some travel within the local area may be required for meetings, site visits, and community engagement activities. • Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources. • Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees. 		
Dimensions of the role		
<ul style="list-style-type: none"> • Significant influence within specific areas of the total Annual Service revenue expenditure of £240m. • Work plans typically be concerned with the year ahead whilst contributing to the development of strategies and policies that determine the direction of travel over a longer period. • Direct Line Management a team of commissioning professionals. • Responsible for outcomes of services across a portfolio of service areas which including specialist and non-specialist services. 		

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Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Services team or teams.
- Lead teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the service teams.
- Ensure that the service places a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 09.06.2025