

ROLE PROFILE	COMMISSIONING OFFICER	
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	To be responsible for the development, and enhancement of the Office of the Police and Crime Commissioner's commissioning and partnership responsibilities. To contribute to the effective development and delivery of the Police and Crime Plan to deliver the Commissioner's strategic responsibility of ensuring the efficient and effective policing of Devon, Cornwall and the Isles of Scilly. To lead the Commissioner's commissioning activities, working with partners across the Criminal Justice, Local Government and Voluntary and Community Sector to ensure effective partnership to deliver the aims of the Police and Crime Plan. In particular to: Develop and deliver the PCC's strategic commissioning priorities through commissioned services, partnerships and funded programmes. Lead the full commissioning cycle for allocated services, including needs assessment, options appraisal, service design, specification development, procurement, mobilisation, contract management, review, recommissioning and decommissioning where required. Lead needs assessments, service reviews and commissioning activity to inform service redesign, investment decisions and future service provision. Develop and maintain commissioning intelligence through the analysis of demand, unmet need, performance, service utilisation, referral pathways, geographical coverage and gaps in provision. Undertake service mapping and market analysis to identify opportunities for service development, innovation and collaboration. Develop commissioning options appraisals, business cases and recommendations for senior management and governance boards, drawing together evidence relating to need, performance, outcomes, costs, risks and strategic priorities. Lead and contribute to procurement exercises and competitive funding processes, including the development of specifications, evaluation criteria, moderation of submissions and recommendations for award. Manage commissioned contracts, grants and funded programmes, ensuring effective oversight of performance, outcomes, quality, financial management and compliance with contractual requirements. Lead the monitoring and assurance of commissioned services through review of performance, quality, financial and outcome data, undertaking
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	provider engagement and enhanced assurance activity where appropriate. Develop and maintain proportionate contract and grant management arrangements, including performance frameworks, key performance indicators, outcome measures, financial monitoring arrangements and provider assurance processes. Assess the effectiveness, sustainability and value for money of commissioned services and funding proposals, making recommendations to support the effective use of public funds. Manage grant funding programmes, including application processes, assessment arrangements, grant agreements, financial oversight and ongoing monitoring. Identify, develop and coordinate external funding opportunities, including partnership bids and national funding opportunities, supporting the development of funding applications, business cases and investment proposals. Lead service improvement, transformation and redesign activity with commissioned providers and partners where performance, demand, policy or evidence identifies opportunities for improvement. Develop proportionate evaluation frameworks and approaches to assess the effectiveness, impact and outcomes of commissioned services and funded activity. Ensure the voice, experience and feedback of victims, service users and communities informs service design, commissioning decisions and continuous service improvement. Build and maintain effective relationships with senior stakeholders across policing, criminal justice, local government, health services and the voluntary and community sector, providing professional advice, influence and constructive challenge where appropriate. Chair and facilitate partnership meetings, steering groups and multi-agency forums, developing terms of reference, coordinating actions and supporting effective collaborative working. Develop, implement and report on mechanisms for partnership engagement and management, identifying opportunities to strengthen communication, collaboration and joint working. Identify, assess and manage commissioning, contractual, operational and provider risks, ensuring appropriate mitigation, escalation and governance arrangements are in place. Lead contract variations, extensions, mobilisation and transition activity associated with commissioning decisions, ensuring continuity of service and effective implementation.
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	Prepare and contribute to business cases, governance reports, equality impact assessments, decision papers, briefing notes and other documentation required to support commissioning and funding decisions. Ensure appropriate information governance arrangements are in place for commissioned services and partnership activity, including data-sharing agreements and data protection requirements where necessary. Maintain effective commissioning governance, including decision records, risk and issue management, programme documentation and reporting to relevant boards and governance structures. Ensure commissioning, procurement and funding decisions comply with relevant procurement legislation, financial regulations, subsidy control requirements, equality duties and organisational policies. Contribute to horizon scanning and the interpretation of emerging legislation, policy developments, funding opportunities and evidence, assessing implications for local commissioning arrangements. Contribute to the effective briefing of the Police and Crime Commissioner, Chief Executive and Senior Management Team, ensuring they are informed of developments, risks, opportunities and issues within the commissioning portfolio. Represent the Police and Crime Commissioner and Office at strategic meetings, programme boards, provider forums and regional or national partnership meetings as required. Manage a small team within the commissioning portfolio, including line management, supervision, performance development and wellbeing support. Deputise for the Commissioning and Partnerships Manager, or equivalent post holder, as required. Use Microsoft Copilot and other approved digital tools to support research, analysis, drafting, summarisation and commissioning activity, ensuring outputs are critically reviewed and their use complies with information governance, data protection, security and organisational policies. • . This list of duties is not restrictive or exhaustive and the postholder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post. To support the office's public engagement commitments this role may include some evening and weekend working as required. This role is open to flexible working arrangements. This role is open to agile working arrangements in line with OPCC policy (option to work from home up to 50%). In addition, there is a function intrinsic to this role. An employer's duty of care and current legislation allows the Force to establish if a potential
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	applicant could carry this out, either with or without reasonable adjustments. This function is: Working with Vulnerable People This role involves regular exposure to sensitive and potentially distressing information relating to victims, vulnerability, domestic abuse, sexual violence, child exploitation, criminal justice and other forms of harm. Post holders must be able to manage exposure to such material professionally and appropriately, with access to relevant wellbeing support, supervision and organisational support arrangements. To assist in ensuring applicants would be able to undertake this function of the role, a medical assessment via a questionnaire will be undertaken and may subsequently require a consultation with the Occupational Health Support Unit.				
Role Type/Family	OPCC Staff	Grade	9	Vetting Clearance	MV
Medical Assessment	Standard			JE Ref.	C711
Political Restrictions	This role is subject to Political Restrictions - refer to PSD20 working practice for more information.				
Role-Specific Training and CPD to be undertaken.					

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE (For selection purposes)

Formal Qualifications required	Degree level OR equivalent experience from which similar levels of knowledge and understanding can be exhibited.
Essential experience and specialist skills and knowledge	- Significant experience of commissioning, contract management, programme management, service improvement or a related role within the public, voluntary or community sector. - An excellent understanding of the role and activity of the police service and the criminal justice system / partners as well as the challenges and opportunities for the wider public sector over the next decade. - Proven experience of developing an in-depth understanding of specific legislation or issue in a short period of time and translating this information into advice or action. - Experience working in complex partnership environments - Experience of working with diverse community groups - Experience of managing commissioned contracts, grants or funded programmes, including performance, quality, risk and financial oversight. - An understanding of commissioning and contract / grant monitoring - Experience of developing service specifications, outcome frameworks, key performance indicators and performance monitoring arrangements. - Experience of analysing demand, performance, financial and qualitative information to identify need, evaluate impact and inform commissioning decisions. ☐ High degree of political awareness, discretion and the need to work within the constraints of confidentiality

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	• Experience and a proven successful track record of developing strategies, policies and action plans in response to identified need. • Experience of supporting or leading procurement exercises, competitive grant processes or tender evaluations. • Experience of chairing, facilitating or coordinating partnership groups, steering groups or multi-agency meetings. • Excellent verbal and written communication skills, and experience of presenting information verbally and in writing, in ways appropriate to the needs of diverse audiences. • Excellent numerical, research and analytical skills. • Effective negotiating and influencing skills – with demonstrable ability to develop and sustain effective working relationships with internal and external stakeholders and to influence direction and outcomes. • Experience of managing competing priorities, complex workloads and multiple deadlines within a fast-paced environment. To be able to make complex, dynamic, risk-based decisions in a fast paced environment • To demonstrate an understanding of equality issues. • To have excellent level of IT literacy to be able to use self-service, digital user platforms and applications and MS Office.	
Essential Behavioural Competencies	• Effective communication • Teamworking • Problem solving • Planning and organising • Community and customer focus	• Negotiating and influencing • Respect for race and diversity • Strategic perspective • Openness to change • Personal responsibility

SECTION 3: BEHAVIOURS

Effective communication

Explains complex issues, making them easy to understand. Makes sure that important messages are being communicated and understood throughout the organisation

Teamworking

Creates working partnerships inside and outside the organisation. Develops links with outside stakeholders to get different views. Develops strategies to help people work together to achieve organisational goal

Problem Solving

Applies a range of analytical techniques to understand complex information issues. Considers a range of options and their effects. Makes strategic decisions by logically analysing all the relevant factors.

Planning and organising

Plans activities thoroughly for self and others. Builds milestones into plans, monitors progress and adjusts them as necessary in response to any changes. Provides clear direction and makes sure that staff know what is expected of them.

Community and customer focus

Maintains a broad understanding of social trends and identifies what effect they will have on the organisation. Creates processes that make sure stakeholders' and customers' views and needs are clearly identified and responded to. Puts in place strategies for media and community relations.

Negotiation and influencing

Develops sophisticated strategies for influencing others at all levels in the organisation. Negotiates satisfactory solutions on broad or complicated issues with stakeholders.

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Respect for race and diversity

Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.

Strategic perspective

Understands external expectations and influences on the organisation or unit. Identifies common goals, interests and perspectives with other agencies. Creates a vision for the future and a strategy for how it can be achieved.

Openness to change

Supports, promotes and puts into practice change. Introduces new ways of doing things and encourages others to accept them. Overcomes barriers to change.

Personal responsibility

Readily accepts responsibility for self and others. Takes responsibility for managing situations and problems. Leads by example, showing a commitment and a determination to succeed. Continues to learn and develop.