

Contact: Jeanette Ndejeya
Number: 020 7332 1932

Email: cru@cityoflondon.gov.uk

Our reference:

Your
reference:

Date: As postmark

Dear Applicant,

RE: Senior London Care Services Contracts Support Officer

Thank you for expressing your interest in the above position. Please find enclosed:

- Application form
- Application guidance notes
- Job description
- Person specification
- Equal Opportunities Policy
- Equal Opportunities monitoring form
- Data Protection Act consent form
- Advertisement
- London Councils terms & conditions

Should you require any further information, please contact the above number.

The completed application form should be returned to me marked **strictly private and confidential LC689** at:

Corporate HR Unit
City of London
P O Box 270
Guildhall
London, EC2P 2EJ

The closing date for receipt of applications is **5.00pm on Tuesday 30 May 2017**

Interviews will be held on **Friday 9 June 2017**

Please note: If you do not hear from us within 2 weeks after the closing date, then assume that you have not been shortlisted on this occasion.

Yours sincerely

J Ndejeya

Jeanette Ndejeya
Corporate HR Unit

JOB DESCRIPTION

Job Title:	Senior London Care Services Contracts Support Officer
Job Grade:	Band B
Reporting to:	London Care Services Manager
Responsible for:	No reporting staff
Contacts:	London Councils staff; Officers in London Boroughs, the GLA, Mayor's Office and wider GLA family; Providers of children's services (i.e. residential care homes, fostering agencies, residential special schools and other specialist providers)
Location:	59 ½ Southwark Street, SE1 0AL

London Care Services (LCS) is a service of London Councils. LCS helps member local authorities to support looked-after children across London and the South East of England.

The core of LCS work is the annual fee negotiations with over 300 providers of residential and foster care. Agreed rates are then available to members through a centralised contract and a website which also includes information on social care services for looked after children and young people.

Job purpose

1. To enable LCS and the London boroughs to promote services and set fees by providing information on service delivery, fees, contracts, quality and other relevant data on children's services. This includes:
 - Participating in the management and renewal of contracts and monitoring/reviewing throughout the contract life cycle;
 - Participating in the annual fee negotiations with over 300+ providers of children's services;
 - Participating in assessing new contract applications;
 - Providing information on children's services (i.e. residential children's homes and independent fostering agencies).
2. To assist with promoting the use and development of www.londoncareplacements.gov.uk to support the boroughs' needs in relation to services for looked after children.

Key responsibilities

1. Participate in the delivery of the contract renewal process.
2. Undertake contract fee negotiations with providers of 300+ children's services. This includes, but is not limited to taking responsibility for negotiating fees, provision and analysis of data.
3. Participate in processing and assessing new contract applications. This includes, assessing applications against agreed criteria, negotiating fees and completing contractual documentation.
4. Provide direct support to both providers and boroughs in the use of the LCS website (www.londoncareplacements.gov.uk), including providing, updating and maintaining web content.
5. Participate in the design, co-ordination and delivery of activities/events that promote and support good practice in the children's services sector. Tasks include, but are not limited to sending out invitations, co-ordinating attendee lists, note taking, assisting on the day, follow up actions etc.
6. Take responsibility for and assist in developing processes and systems to deliver the service.
7. Share responsibility for the team central email inbox by answering queries and supplying requested information to boroughs, providers of children's services and the public.

Note:

- This job description may be subject to review in the light of changing circumstances. It is not intended to be rigid or inflexible but should be regarded as providing clarity in the accountabilities of the post-holder. Other accountabilities appropriate to the grade may be assigned from time to time.
- A DBS check is required for this post.

Contractual obligations

1. A flexi-time system is worked. Evening and out-of-hours working may be required on occasions, especially and a willingness to travel within England and Wales.
2. In general, and in particular when representing the London Councils at meetings, staff are expected to maintain a smart physical appearance.
3. Employees have a duty to behave in a way that reflects well on London Councils, working at all times within the law and according to London Councils policies, procedures and regulations, including the Data Protection Act.
4. London Councils is committed to, and champions, equality and diversity in all aspects of policy and employment. All employees are expected to understand and promote equality and diversity within their work.
5. To take care at all times to uphold health and safety at work for self and others. To observe London Councils Health and Safety policy and related procedures at all times.

Person Specification

Senior London Care Services Contracts Support Officer

Knowledge, Skills and Experience

1. An ability to acquire a good knowledge of social care and the public sector landscape.
2. Strong negotiating and influencing skills to enable negotiations with providers of children's services.
3. Experience of commissioning and/or contract management.
4. Procurement experience – desirable.
5. Experience of maintaining a website or computerised systems and providing support to external users.
6. Computer literacy to intermediate level in Word and Excel, including experience of using these packages for collating and analysis of information.
7. Excellent communication skills and the ability to write succinctly and clearly.
8. Excellent numerical skills to analyse and present data with a high degree of accuracy and clarity (to be tested)
9. Excellent interpersonal skills to build and maintain relationships with providers and boroughs/authorities.
10. Ability to plan and organise a heavy workload and to prioritise between conflicting demands in order to meet tight deadlines.
11. Ability to show tact and discretion, and work with information of a confidential and sensitive nature.

Job Advert

Senior London Care Services Contracts Support Officer

Starting salary: £26,866

Ref: LC689

London Care Services (LCS) is a service of London Councils. LCS helps member local authorities to support looked-after children across London and the South East of England.

The core of LCS work is the annual fee negotiations with over 300 providers of residential and foster care. Agreed rates are then available to members through a centralised contract and a website which also includes information on social care services for looked after children and young people.

London Councils is seeking to appoint a Senior London Care Services Contracts Support Officer who will as key member of the Team, be responsible for undertaking the process of fee negotiation and contracting with a wide range of providers of foster and residential care.

London Councils represents the 32 boroughs and the City of London. We aim to get the best deal for Londoners and to ensure that London's councils have the resources, freedoms and powers to do the best possible job for their residents and local businesses. We also run a number of services on behalf of the boroughs including the Freedom Pass, Taxicard and Health Emergency Badge.

An information pack and application form can be obtained via the following means: (please ensure you quote the correct reference number when applying for the post).

Email: cru@cityoflondon.gov.uk

Website: <http://www.londoncouncils.gov.uk/who-we-are/vacancies> The entire recruitment pack can be downloaded from the website

Telephone: 020 7332 3978 (24hr answerphone)
minicom service for the hearing impaired is available on **020 7332 3732**

Closing date for applications: **Tuesday 30 May 2017**

Interview Date: **Friday 9 June 2017**

As a Disability Confident Committed Employer, London Councils will interview all disabled applicants who meet the minimum criteria for the post

GUIDANCE NOTES FOR APPLICANTS

Thank you for showing an interest in the vacancy we advertised. Before you fill in your application, please read the following notes. We hope you find them helpful. **Please do not send us a CV** (curriculum vitae or career summary), as we will not be able to consider it.

The application form plays a crucial part in the selection process, both in deciding whether you will be shortlisted or not, and at the interview itself.

It is vital that you complete this form as fully and accurately as possible, whether you are already working for London Councils or not. The following advice is designed to help you, particularly if you do not have experience of filling in application forms. All information you write is confidential. Write or type out the application form in black ink. All applications are photocopied and other colours may not copy well. Read the advertisement, job description, person specification and any further details carefully.

THE JOB DESCRIPTION and any other details tell you what tasks the successful person will have to do, and how the job fits in with other employees.

THE PERSON SPECIFICATION is the most important document, which explains what we are looking for. It tells you what knowledge, experience and skills you need to do the job. We call these the 'criteria', which we use to make appointments.

DISABLED PEOPLE- The Disability Discrimination Act defines "disability" as 'a physical or mental impairment which has a substantial and long-term effect on the person's ability to carry out normal day-to-day activities'.

If you have an impairment, which prevents you from meeting any of the criteria, please tell us about this in your application. Please tell us what we can do to help you meet the criteria.

If you need information in a different format please contact the person in the covering letter. If you are a disabled applicant and meet the minimum criteria for the job you will be offered an invitation to attend the interview.

COMPLETING THE APPLICATION FORM

Fill in all sections of the form - you do not have to fill up all the space given. Make sure you are clear and read it through carefully to check for any mistakes. Return to the address shown at the back of the application form.

PERSONAL DETAILS: PART A

Make sure that you complete this fully using block letters.

REFEREES: PART B

Make sure that you complete this fully using block letters. All candidates - your employment record will be confirmed with your current or most recent employer, and similarly internal candidates must provide the name of a supervisor or manager most closely involved in your present work. School leavers will have a recommendation from their head of school, or head of an educational or training establishment, which will be appropriate for this section of the application form.

People who have not been in paid employment for a long time should tick the appropriate box.

EDUCATION AND PROFESSIONAL QUALIFICATIONS: PART C

Make sure you give all the information needed, including dates. Make clear the level of your examinations e.g. GCSE, GCE'O' Level or 'A' Level etc. and the grades you obtained. Also include here any courses, qualifications and special skills training you have had which is relevant to this job application.

EMPLOYMENT: PART D & E

Write here the names and addresses of your present and past employers and the dates that they employed you along with brief details of your main duties. This section should include any part-time or temporary jobs as well as period of non-employment, unpaid voluntary work and study.

EXPERIENCE: PART F

This is the most important section. It is a good idea to write down all your ideas in a draft on a separate sheet of paper, before completing this section of the application form. You should state why you want to join London Councils in this post, and write why you are a good candidate. Think carefully about why you are suitable for the post. Relate your skills, knowledge and experience to the duties of the post as fully as possible. It is recommended that you address each criteria in the person specification point by point, providing examples where possible. Take into consideration any paid or unpaid work you have done in the past and any work you are doing now. Do not forget to include any relevant voluntary or community work, leisure interests, and relevant non work experience, including skills acquired in running a home and/or organising a family if this has been a major part of your experience. You may find it helpful to discuss the contents of this section with a friend. You can continue on a separate sheet of paper if necessary.

OTHER INFORMATION (relatives/other interests, criminal records and criminal convictions, work permit and residency, disabilities and declaration)

All of these sections should be completed and the declaration form signed.

EQUAL OPPORTUNITIES

London Councils actively supports ensuring that everyone who applies to work for us receives fair treatment. We aim to reduce the possibility of unfair discrimination occurring.

To help us achieve the aim we ask you to complete the monitoring form. We understand that some applicants will be hesitant to provide the personal details requested, but please be assured that you will be helping us to help you receive fair treatment with your application when you complete this form.

The equal monitoring section will be separated from your application form and will not be shown to the shortlisting panel to ensure that none of the information that you have provided is used in the selection decision. The information that you provide will be treated as strictly confidential and only used to monitor the fairness of our recruitment and selection procedures.

DATA PROTECTION ACT 1998

For your application form to be accepted the sensitive personal data consent form has to be completed and submitted via email or post with your completed application form.

EQUAL OPPORTUNITIES POLICY

Purpose of Policy

To ensure that equality and diversity issues are positively and fully incorporated in all aspects of London Councils' work. To ensure that all employees demonstrate respect and fairness to their colleagues, the public with whom they come into contact, and the people of London for whose benefit they work. To ensure that the organisation is able to recruit and retain the best staff and celebrate the benefits of diversity on an individual and group level.

Guiding Principles

London Councils expects all employees to positively promote the letter and spirit of this policy in all aspects of their work and their dealings with people, both internally and externally. It is expected that these principles will be integral to all London Councils' work from inception to implementation.

Content of policy/procedure

London Councils has made the following statement about its vision for the future:

"London Councils will make a positive difference to the lives and future of all Londoners. We will work with others to maintain London as a world-class city. We will be the recognised voice in support of local government in London. We will fight to maintain, and where possible increase, London's share of resources."

In order to translate this vision into reality, London Councils needs an equal opportunities policy that ensures that equality and diversity issues are positively and fully incorporated in all aspects of its work. One of its key objectives is to be open and accountable, with a commitment to equality of opportunity in all that it does, and to reflect the cultural and ethnic diversity of London.

Policy Statement

London Councils is committed to ensuring that all employees demonstrate respect and fairness to their colleagues, the public with whom they come into contact, and the people of London for whose benefit they work.

It is committed to the elimination of institutional racism and other forms of institutional discrimination.

London Councils will continually strive to challenge direct and indirect discrimination in its organisation, personnel practices and provision of services, and celebrates the benefits of diversity on an individual and group level.

London Councils has an equal opportunities policy that recognises that London is a diverse community, and values each person regardless of race, gender, disability, sexuality, religion, marital status, social background or age.

London Councils aims to:

- Ensure fair and equal recruitment to its jobs
- Ensure fair and equal treatment of its employees and customers
- Develop a culture and working environment free from discrimination and harassment
- Act promptly on any complaints of discrimination and harassment
- Provide a safe, secure and accessible working environment which values and respects individual's identities and cultures
- Develop a culture which allows the growth of networks for different groups of staff
- Have a workforce that reflects the diversity of London's population
- Encourage and help all staff to reach their full potential
- Monitor and review all policies and procedures from an equalities perspective.

These principles will guide and inform the development of all other employment policies, and the provision of London Councils' services and work programmes.

Implementation

It is important that a commitment to Equal Opportunities underlies the structure of London Councils and the provision of its services. The Management Team will play a key role in ensuring that the policy is implemented within the organisation and in its links with outside agencies and constituent authorities.

The Management Team members will review and monitor practices within their spheres of responsibility. It is however the responsibility of all staff to carry out their duties in accordance with the Equal Opportunities Policy at all times.

The Management Team will work together to develop plans for ongoing implementation, monitoring and review of the policy.

Human Resources will specifically ensure that the operation of policies and procedures in practice are monitored and reviewed in the light of any concerns about potential discriminatory impact.

GUIDANCE NOTES – DISABILITY MONITORING

We would like to know a number of details about the people who apply for jobs at London Councils for monitoring purposes, this is to ensure that disabled people and people who are from ethnic minority backgrounds are employed at all levels throughout London Councils.

London Councils actively supports ensuring that everyone who applies to work for us receives fair treatment. We aim to reduce the possibility of unfair discrimination occurring. To help us achieve this aim we ask you to complete the equal opportunities monitoring form provided. We understand that some applicants will be hesitant to provide the personal details requested, but please be assured that you will be helping us to ensure fair treatment is received regarding your application when you complete the equal opportunities monitoring form.

The equal opportunities monitoring form will be detached from your application form and will not be shown to the shortlisting panel to ensure that none of the information that you have provided is used in the selection decision. The information you provide in the equal opportunities monitoring form will be strictly confidential and only used to monitor the fairness of our recruitment and selection procedures.

The person specification document lists the attributes needed to conduct the job effectively. If you have an impairment which prevents you from meeting any of the criteria please tell us about this in your application. Please contact the person on the cover letter if you need help in order to fill out the application form or please indicate what we can do to help you meet the criteria. If you meet all of the essential requirements of the job you will be offered an invitation to attend an interview.

The Disability Discrimination Act (DDA) 1995 defines “disability” as “A physical or mental impairment which has a substantial and long-term effect on the person’s ability to carry out normal day-to-day activities”. Long-term means the impairment must last for 12 months, or is likely to last for more than 12 months. Included in this definition is where the following is adversely affected:

- Mobility
- Manual dexterity
- Physical co-ordination
- Severe facial disfigurement
- Physical impairments e.g. asthma, epilepsy etc
- Mental impairments such as memory and ability to concentrate, understand or learn
- Progressive conditions such as cancer, HIV infection etc
- Understanding of the risk of physical danger

According to the Disability Rights Commission (DRC), “reasonable adjustments are changes made to working policies and practices and to the physical features of the premises, where they are substantially disadvantaging disabled people”.

There are many examples of reasonable adjustments, these include:

- Making adjustments to the employee's place of work
- Making adjustments to policies and practices
- Making adjustments to the actual duties expected to be carried out by the employee
- Flexible working hours
- Providing training
- Modifying manuals and learning instructions so they are understandable and accessible

As everyone is different there are no strict and rigid rules regarding reasonable adjustments. If an adjustment is not adequately made for an employee under the DDA guidelines then an employment tribunal can be used to decide whether the adjustment was reasonable or not.

Please provide details in the application form of any requirements that we need to be aware of and make provision for specifically because of a disability or impairment to assist you at an interview or in employment. Please contact the person on the covering letter if you need a reasonable adjustment made so we can discuss and try to accommodate the requirements indicated. If you need help in filling out the application form or need information in a different format please contact the person on the covering letter. Please note, if you are a disabled applicant and meet all of the requirements of the job you will be offered an invitation to attend an interview.

ADDITIONAL INFORMATION ON TERMS AND CONDITIONS

FLEXI-TIME SCHEME

London Councils' full-time employees are required to work 35 hours per week. Under the flexi-time scheme the day can be broken down as follows:

Core hours (must be worked)	10.00 to 12.00 14.00 to 16.00
Flexi-time	08.00 to 10.00 12.00 to 14.00 16.00 to 19.00

HOLIDAY ENTITLEMENT

Your entitlement will be determined by reference to your continuous local government service, on the following basis:

0-4 years continuous service	26 days
5-9 years continuous service	29 days
10 year + continuous service	30 days

Additional days are also granted to enable London Councils to close down between 25 December and 1 January. Full-time and part-time staff will be treated equally and all entitlements will be given on a pro rata basis.

PAY

Employees are paid on the 11th of each month unless the 11th falls on a Saturday or Sunday when employees are paid on the Friday before. Where applicable, employees will receive an incremental increase on 1st April.

PENSION SCHEME

You will be enrolled into the Local Government pension scheme (LGPS) with effect from your first day of employment.

We will contribute to the LGPS on your behalf, with our employer contribution to the scheme being determined at each triennial valuation of the pension fund by the funds appointed actuary.

Employee contributions are tiered based on actual pensionable pay as set out in the table below (2014/15).

Annual Pensionable Pay	Pension Contribution
Up to £13,700	5.5%
£13,701 - £21,400	5.8%
£21,401 - £34,700	6.5%
£34,701 - £43,900	6.8%
£43,901 - £61,300	8.5%
£61,301 - £86,800	9.9%
£86,801 - £102,200	10.5%
£102,201 - £153,300	11.4%
More than £153,301	12.5%

NB - These bands are periodically reviewed.

Your contributions will be deducted from the pensionable pay paid to you each pay period. You will receive tax relief on those contributions, and on any extra contributions you choose to make.

London Councils is an 'admitted body' to the London Pensions Fund Authority, (<http://www.lpfa.org.uk>).

PROBATION

All employees are required to serve a six-month probation period before an appointment is confirmed.

For employees on a fixed term contract of 6 months or less, the probation period will be to the end date of the fixed term contract.