



Role Profile	
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Team Leader / Manager (Tier 6a)
Associated job summary overviews	<ul style="list-style-type: none"><li>• Brokerage Team Leader</li><li>• Local Area Coordination Manager</li></ul>
Grade / Grade range	12- 13
Reference number	HESC-6a

## Purpose

Lead and manage a team to deliver high-quality services aligned with organisational priorities. Responsible for overseeing performance, supporting staff development, and ensuring effective service delivery through planning, coordination, and problem-solving. Work closely with senior leaders and stakeholders to implement improvements and drive change. In addition to managing people, they will contribute their professional expertise to support decision-making and continuous improvement.

## Corporate accountabilities

- Work with senior leaders to interpret strategic priorities and contribute to development and implementation of service delivery plans by the team.
- Demonstrate professionalism at all times and embrace matrix working with colleagues and partners, removing silos.
- Share best practice, coach, train and develop colleagues on work, systems and practices within the service.
- Ensure that team members have regular one to one meeting with their line managers and are clear on their objectives and how they are performing and developing.
- Be aware of your responsibilities in relation to risk and work proactively with senior managers develop proposals that consider risks and benefits.
- Prevent or mitigate risks within your team and service, including risks to health and wellbeing.
- Be innovative - and seek to lead change.
- Communicate clearly and effectively with a wide range of colleagues and customers, including the team you lead.
- Ensure that the team responds to enquires with appropriate and timely communications
- Influence and negotiate with stakeholders to achieve desired outcomes.
- Act as an Equality, Diversity and Inclusion (EDI) role model, taking responsibility for learning about EDI and promoting an inclusive working environment.



- Seek to enhance the health and wellbeing of yourself and others.
- Provide active leadership to drive improved environmental performance within your business area.
- Champion our organisation’s commitments to environmental sustainability with your teams, partners and suppliers.
- Ensure your team follow contract and finance policies, procedures and timelines to ensure the council's transactions, commitments, contracts, and essential accounting information are recorded completely, accurately, and promptly, informing operational/senior managers of deviation or financial risk and escalation of performance and financial risks / issues.
- Take responsibility to ensure your team support and respond to audits and enquiries in a professional and proactive manner.
- Ensure your team manage contracts in accordance with the Council’s Contract Management Framework and each contract has a named owner. Ensure effective management of the contract in line with its risk classification and plan for major changes or contract renewal.
- Deputise for the Operational Manager/Senior Manager as required.

### Professional pathway accountabilities

- Lead and manage a team to deliver high-quality services aligned with organisational priorities.
- Set clear objectives, monitor performance, and support staff development.
- Plan and allocate resources effectively to meet service demands and deadlines.
- Ensure compliance with policies, procedures, and regulatory requirements.
- Use data and feedback to drive service improvements and inform decision-making.
- Represent the service in internal and external meetings, partnerships, or networks.
- Manage risk and resolve complex issues affecting service delivery.
- Foster a positive, inclusive, and high-performing team culture.
- Work collaboratively with technical experts and stakeholders to deliver shared outcomes.

### Essential skills, knowledge and experience required

Professional qualification or experience of working at this level relevant to the specialist field
Proven experience in leading and developing teams
Strong understanding of service planning, performance monitoring, and resource management
Ability to manage risk, resolve complex issues, and make informed decisions
Skilled in stakeholder engagement and partnership working
Knowledge of relevant policies, procedures, and compliance requirements
Experience delivering improvements in service quality or efficiency

### Values and behaviours

Our organisational values underpin everything we do and say. In short: our values describe ‘the way we do things here’. They are:

- **Always learning**
- **Be kind and caring**
- **Equality and integrity**
- **Take responsibility**
- **Daring to do it differently**



### **Accessibility**

If you (or anyone you know) needs this document in an alternative format i.e., Easy Read, large text, audio, Braille, or a community language, please contact your line manager to discuss your requirements or call the council's customer services team on 01865 792422 and we will work with you to meet your needs.



<b>Job Summary Overview</b>	
<b>Job title</b>	Brokerage Team Leader
<b>Career family</b>	People Care
<b>Professional pathway</b>	Commissioning
<b>Professional pathway level</b>	Team Leader / Manager (Tier 6a)
<b>Grade</b>	12
<b>Reports to</b>	Brokerage Service Manager
<b>Financial responsibility</b>	Has an influence over budget expenditure for Health, Education and Social care through identifying and negotiating best value placements.
<b>Supervisory responsibility</b>	Up to 6 Brokerage Officers /Assistant Brokerage Officers
<b>Reference number</b>	ROP-CUE-2025-6A-BTL

**This job summary overview should be read in conjunction with the associated role profile (HESC 6a) corresponding to the professional pathway level.**

<b>Job Summary</b>
<p>The Brokerage Team Leader leads and oversees the daily operations within either the Start Well, Live Well or Age Well brokerage service to ensure that individuals receive tailored, high-quality, and cost-effective health, education, and social care packages. This position is responsible for team management, building and maintaining stakeholder relationships, and ensuring compliance with all relevant policies, legal and legislation requirements.</p> <p>Brokerage Team Leaders are accountable for quality assuring referrals and provide signposting, information, and advice to operational teams, service users and families.</p> <ul style="list-style-type: none"><li>• Provide day-to-day management of an area of responsibility within Start Well, Live Well or Age Well Brokerage.</li><li>• Manage a team to deliver on service area objectives, supporting in the management of operational risks, influencing operational budgets maintaining service capability through periods of change.</li><li>• Ensure we have effective use of the council's property and care assets ensuring best use of council funds.</li><li>• Support systems improvement by identifying non-viable assets, implementing redistribution strategies, and leveraging data insights to optimise supply, demand, and cost efficiencies.</li></ul>



- Enhance cross-service operations by building relationships, improving decision-making processes, resolving complex issues, coaching staff, and contributing to service redesign and commissioning improvements.
- Allocate and oversee the sourcing, negotiation, and placement of health, education, and social care packages, ensuring value for money and personalised solutions.
- Manage and support Brokerage Officers and Assistant Brokerage Officers, fostering professional development and maintaining service excellence.
- Build and sustain collaborative relationships with providers and key stakeholders to achieve seamless service delivery and compliance.
- Drive innovation and continuous improvement in brokerage processes and contribute to cross-sector commissioning and strategic projects.
- Ensure accurate contract governance, data management, and effective reporting to uphold organisational standards and safeguarding responsibilities.
- Ensure compliance with safeguarding, legislation, and Council policies.
- Deputise for the Brokerage Service Manager, representing the service at key panels and meetings, providing operational updates, and supporting with high priority cases when required.
- Perform additional duties in line with the role’s grading and responsibilities.

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
A degree level or equivalent qualification or relevant professional experience commensurate with the role.	✓	
Relevant work experience in purchasing, sourcing, contract management and/or financial management in the public or private sector.	✓	
Demonstrable experience of successfully leading teams, managing resources, and project management to deliver outcomes, quality, and value in the public sector.	✓	
Experience of working with service users, families, and suppliers for the relevant life stage (Start Well; Live and Age Well)	✓	
Evidence of using a range of tools, core Microsoft applications and other applications which will support effective brokerage, including capturing robust data, data analysis and reporting.	✓	
In-depth understanding of the legislative frameworks for safeguarding vulnerable adults and children and knowledge of legislation, care quality practice and contract monitoring for the relevant life stage (Start Well: Live Well and Age Well)	✓	
Ability to work under pressure in a complex, fast paced and changing environment, prioritising effectively in order to deliver responsibilities.	✓	
Ability to work in a collaborative and constructive way with others as part of a team, providing challenge where appropriate, to solve problems and implement solutions.	✓	



Ability to communicate effectively in formal and informal settings, build strong relationships and work flexibly with a wide range of stakeholders, including suppliers and operational services.	✓	
Demonstrable skills in negotiation and commercial awareness to secure appropriate, cost-effective services.	✓	
Relevant qualification in Health, Education, Social Care or Commissioning		✓
Experience of supporting vulnerable people through person-centred approaches in a professional or personal capacity.		✓
Experience of working with service users, families and suppliers for the relevant life stage (Start Well; Live and Age Well)		✓
Good knowledge of the health, education and social care strategic landscape, including legislation, regulations, government guidance and policies.		✓

## Working Arrangements

- The post is not politically restricted.
- Standard DBS for Start Well Roles & Enhanced DBS for Live Well and Age Well Roles
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our [Agile Working Policy](#)
- Able to travel across the county and work from various office locations within the county.

## Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	✓	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
✓	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens



<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

February 2026