



Role Profile	
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Advanced / Senior Officer (Tier 7a)
Associated job summary overviews	<ul style="list-style-type: none">• Brokerage Officer• Quality Improvement Officer• Commissioning Officer• Local Area Coordinator
Grade / Grade range	9 - 11
Reference number	HESC-7A

Purpose

Deliver high-quality services through projects and initiatives that manage a range of complex inquiries, issues, and communications, drive service improvements, ensuring effective use of digital systems and data, engagement and partnerships. Act as a key point of contact to progress key area of work, resolving a range of issues including conflicting priorities and supporting senior managers to enable delivery of service priorities. Mentoring colleagues, enhancing team capability, and contributing to a culture of continuous improvement.

Corporate accountabilities

- Be technically sound and proficient in an area of specialism by keeping up to date with latest updates, industry best practice and improvements ensuring you can drive continual service improvements
- Demonstrate professionalism at all times and embrace matrix working with colleagues and partners, removing silos
- Take responsibility for professional growth by seeking and acting on feedback
- Provide team members with feedback and coaching, and share best practices
- Collaborate with managers to mitigate risks and meet business goals on time and within budget
- Prevent or mitigate risks, including risks to health and wellbeing
- Be innovative - and implement changes through project plans, reports and engagement with providers and service users
- Communicate clearly and effectively with a wide range of colleagues and customers
- Provide complex information and respond to queries, including queries from other team members.
- Influence and negotiate with stakeholders in the community, and across health and care providers 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
- Support improved environmental performance within your team by being conscious of the impact of activities on the environment and climate.
- Adhere to contract and financial policies, procedures and timelines to ensure the Council' and ICB's transactions, commitments, contracts, and essential accounting information are recorded completely, accurately, and promptly

Professional pathway accountabilities

- Translate organisational and system priorities into actionable plans, championing change initiatives and contributing to service improvement strategies.
- Optimise the use of digital tools and systems to streamline workflows, enhance data sharing, and support team productivity.
- Oversee the integrity and analysis of data across systems, ensuring accuracy, compliance, and timely reporting to inform decision-making.
- Manage high-level communications and correspondence on behalf of senior leaders, including briefing notes, formal letters, and stakeholder updates.
- Identify and address operational challenges during project delivery, applying problem-solving techniques and escalating risks appropriately.
- Lead on resolving complex inquiries and provide guidance to colleagues and customers, ensuring clarity and professionalism in all communications.
- Take ownership of personal and team development by mentoring junior staff, sharing expertise, and engaging in structured learning aligned with service goals.
- Build and maintain collaborative relationships with internal teams, external partners, and communities, adapting approaches to meet diverse and evolving needs.

Essential skills, knowledge and experience required	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
Holding relevant professional qualifications or equivalent experience in a similar role and sector	✓	
Strong interpersonal skills with the ability to influence and support others across different levels	✓	
Sound understanding of organisational processes and how they contribute to wider service outcomes	✓	
Ability to manage competing priorities and work under pressure with minimal supervision	✓	
Skilled in interpreting and applying policies, procedures, or regulatory frameworks	✓	
Confident in using data to support evidence-based decisions and service planning	✓	
Experience in handling complex inquiries and providing professional guidance	✓	

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.



Job Summary Overview	
Job title	Brokerage Officer
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Advanced / Senior Officer (Tier 7a)
Grade	9
Reports to	Brokerage Team Leader or Brokerage Service Manager
Financial responsibility	Has an influence over budget expenditure for Health, Education and Social Care through identifying and negotiating best value placements
Supervisory responsibility	n/a
Reference number	ROP-HESC-7A

This job summary overview should be read in conjunction with the associated role profile (HESC 7a) corresponding to the professional pathway level.

The primary purpose of the Brokerage Officer is to oversee and facilitate the identification, sourcing, and establishment of effective health, education and social care arrangements for children, young people and adults, ensuring that these arrangements meet individual needs and preferences. This role involves working closely with operational services, providers, and service users, applying a person-centred approach to broker health, education and social care arrangements that deliver quality outcomes, value, and compliance with legislation and policies.

- Coordinate and establish effective health, education, and social care arrangements for children and adults, ensuring value for money and compliance with policies.
- Work efficiently under pressure, managing and prioritising a personal caseload while meeting specific deadlines.
- Provide advice, quality assurance, and information to internal and external stakeholders, supporting operational teams, service users, and families.
- Identify and negotiate cost-effective placement and service options, maintaining relationships with providers and conducting due diligence checks.
- Maintain accurate data and thorough documentation using relevant ICT systems, ensuring data security and compliance with legislation.
- Foster innovation, resilience, and continuous improvement in commissioning, procurement, and contract management.
- Contribute to strategic commissioning activities, support effective communication, and challenge stakeholders where appropriate.



- 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.	✓	
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.	✓	
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 and Age Well)	✓	
Ability to work under pressure in a complex, fast-paced and changing environment, prioritising effectively 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	<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input checked="" 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):		

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