



Job Description

Directorate	People
Service	Adult Social Care – Contracts & Commissioning

Post details	
Job title	Business Support Officer - Transformation
Grade	5
Location of work	1 Times Square
Directly responsible to	Contracts & Commissioning Team Manager – Working Age Adults
Directly responsible for	N/A
Hours of duty	37
Primary purpose and scope of the job	
To provide effective business support to the Commissioning and Contracts Team. Supporting Contracts & Commissioning Officers by collating and providing information to support commissioning activity and performance.	
Working Relationships	
The postholder will work in partnership with;	
Internal: Colleagues and managers from within Adult Social Care, all other departments within the Council – forming positive relationships with social work teams, Finance, Business Intelligence, Procurement and Legal services	
External: Stakeholders in all sectors from across the borough to meet objectives and deliver service improvements. Service Providers (current and prospective) of services commissioned by the local authority to ensure compliance, quality and value for money.	

Key Tasks and Responsibilities

1. Provide effective general administrative support to the Operational Commissioning and Contracting team.
2. Ensure that appropriate administrative action is taken to support the sourcing and contractual arrangements for individual placements for vulnerable adults, including accurate completion and progression of documentation.
3. To input, maintain and analyse data within a range of key spreadsheets and databases to ensure accurate and timely management, financial information and reports are available to a wide variety of audiences
4. To liaise with service providers and staff to support the resolution of queries and progress appropriate documentation / records.
5. To contribute to the development and implementation of transformation projects which supports decision making, commissioning activity and service review.
6. To organise and attend Provider meetings; prepare and issue agendas and reports, take detailed and comprehensive minutes and maintain accurate records as appropriate. Ensure follow-up actions are completed in a timely manner.
7. To analyse and interpret data from independent sector providers of commissioned community care services and prepare reports informing contract officers of relevant information to improve service delivery and value for money.
8. To produce reports, collect and present research information to inform the Commissioning process using a range of social care and finance systems, software and technology as required.
9. To store and treat data with confidence, following the procedures set out within the Data Protection Act and WBC policies and procedures.
10. To develop and maintain good working relationships with colleagues across all organisations (internal and external).
11. To ensure any data systems connected with the work of the team are properly operated, problem areas identified and suggestions for improvements made to facilitate accurate reports and monitoring of data.

12. Represent the team as required at meetings with providers, other agencies or other departments of the Council as may be requires from time to time.
13. To carry out the duties with full regard to the Councils Corporate Plan, the corporate Equality and Diversity Policy, Data Protection and Regulations and Health and Safety Policy.
14. To undertake such other work as may be determined by the Commissioning Managers up to a level consistent with the principal duties of the job.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Megan Rhule
Role	Contracts & Commissioning Team Manager – Working Age Adults
Date	18/02/2026