Job Description

Job Title:	Market Oversight Manager		
Reports to:	Team Manager		
Directly accountable for:	Line management of up to 3 Brokerage Officers		
Reporting Department:	Service Reform Strategy	**Grade:**	PO4
Department:	Commissioning, Contracting and Market Management	**Driving required:**	No
DBS Status:	N/A	**Politically restricted:**	No

Organisational Category:
☒Social Care and Community Services

Job Purpose:
To lead the commissioning, contracting, and market development of services, ensuring they are safe, high quality, cost-effective, and deliver positive outcomes for residents.
The postholder will provide strategic and operational leadership for commissioning programmes across Brent, using data, needs analysis, and market intelligence to plan, develop, and deliver evidence-based services and models of care within agreed budgets. Working collaboratively with residents, partners, and providers, the role will oversee procurement, service transformation, market development, and workforce initiatives to ensure a sustainable and responsive provider market that meets current and future needs while delivering measurable outcomes and value for money.

Brent Values

- Collaborate proactively.
- Lead inclusively.
- Embrace change.
- Be bold and curious.
- Celebrate and share our success.

Job specific roles and responsibilities

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the Council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the Council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.

7. Lead the development and delivery of commissioning strategies, programmes, and annual delivery plans for Community and Prevention Services, ensuring priorities are delivered within agreed timescales, budgets, and outcomes.
8. Develop and maintain effective partnerships with health, housing, social care providers, community organisations, and other stakeholders, acting as an ambassador for the Council and promoting collaborative working
9. Lead market shaping, engagement, and development activity, working with existing and potential providers to build market capacity, improve quality, stimulate innovation, and ensure services meet current and future demand.
10. Lead co-production, consultation, and stakeholder engagement activities, ensuring residents, carers, providers, and partner organisations are involved in service design, commissioning, and review processes.
11. Provide strategic support and development to providers, promoting quality improvement, service innovation, workforce development, and stronger engagement with the Council.
12. Lead complex commissioning and procurement projects, including needs analysis, service design, business case development, procurement, mobilisation, decommissioning, and service transition activity where required.
13. Monitor and evaluate commissioned services, ensuring clear outcomes frameworks are in place and that services deliver high-quality, person-centred outcomes and value for money.
14. Develop and manage project plans and workstreams, identifying risks, escalating issues where appropriate, and ensuring delivery against agreed objectives.
15. Work with contract management and procurement colleagues to develop and review service specifications, contractual requirements, and commissioning documentation.
16. Ensure all commissioning, procurement, and market development activity complies with relevant legislation, regulations, Council policies, financial requirements, and Contract Standing Orders.
17. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
18. We are committed to an inclusive workplace where everyone is treated with dignity, respect, and fairness.
19. All employees are expected to promote equality, diversity, and inclusion, and candidates may be assessed on their ability to contribute to an inclusive working environment.

20. Undertake any other duties commensurate with the general level of responsibility of this post, including deputising for the Team manager as required.

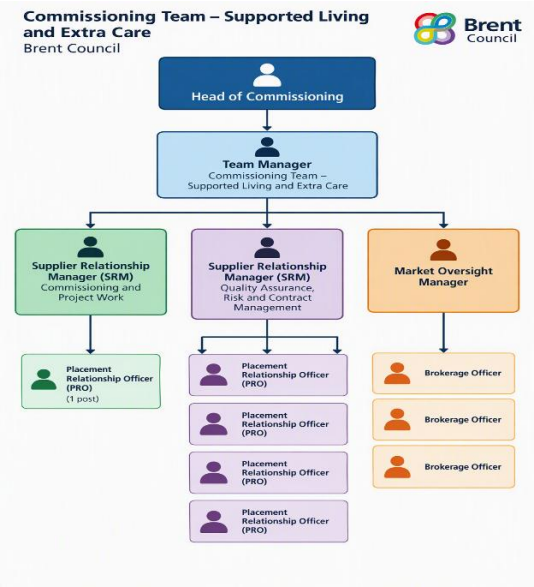
Essential Requirements

	Criteria
1	*Thorough knowledge of the principles of, and cycle of commissioning*
2	*Understanding of project management methodologies and the ability to apply them effectively*
3	*Thorough knowledge and understanding of adult social care customers*
4	*Experience of undertaking commissioning and/or working in (MHLD/OP/PC) services*
5	*Educated to degree level or relevant experience*
6	*Understanding of the policy and operating environment of health, social care, regulated services, and the community and voluntary sectors*
7	*Understanding of political landscape and associated governance structures*

8	*Experience of managing/supervising staff, including workload allocation, planning and monitoring of delivery*
9	*Understanding of the principles for performance management and why this is critical*

Budget Responsibility n/a
Overall Headcount n/a

Organisational Structure Chart



Insert structure chart here

Within reason these key deliverables may evolve to meet service needs, and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council-wide needs