



Commissioning Officer

Candidate Briefing Pack



Dear Candidate

Thank you for your interest in becoming a Commissioning Officer at The Children's Trust.

We are the UK's leading charity for children with brain injury and neurodisability. We deliver rehabilitation, education and community services through skilled teams who work with children and young people, and their families.

We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As a Commissioning Officer you will report to the Senior Commissioning Manager.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

A handwritten signature in black ink that reads "Georgia Thorpe". The signature is written in a cursive, flowing style.

Georgia Thorpe
Head of Business Development & Commission



The Charity

The Children's Trust supports children and young people with brain injury and neurodisability to live the best life possible. From our national specialist centre in Tadworth, Surrey, and through our community services, we provide specialist rehabilitation, education, therapy, care and family support.

Our services include:

- specialist rehabilitation for children with acquired brain injury
- a non-maintained special school, supported by residential provision for children with complex education, health, therapy and care needs
- community-based clinical support for children and young people with acquired brain injury
- online information and resources for families, including our Bumps Happen hub and publications.

Our Tadworth site provides a child and family-focused environment, including residential accommodation, therapy facilities, outdoor space and specialist equipment. We work closely with the NHS, local authorities and other partners to help children transition between hospital, home, school and community life.

The Children's Trust is also the only paediatric centre with a national specialised commissioning contract through NHS England to provide brain injury rehabilitation for children with severe brain injury. Alongside this nationally commissioned work, our services are supported through local health, care and education funding, as well as voluntary fundraising.

Our work is made possible by around 550 committed staff and more than 1,000

volunteers, bringing together expertise across nursing, care, education, therapy, retail, operations, fundraising, communications, HR, finance and other support functions.





Our Strategy: achieving our goals together

The Children's Trust exists to support children and young people with brain injury and neurodisability so they can live the best life possible.

Every year, 40,000 children across the UK experience a brain injury and about 350 sustain a severe brain injury, many with devastating consequences. Some children lose the ability to walk, talk, learn or communicate. Their lives – and the lives of their families – are turned upside down. Their chances to thrive in childhood and beyond are put at risk.

Our 2025–2030 strategy sets out how we will respond to the growing and urgent need for specialist neurorehabilitation for children and young people, deepen our impact and reach more families across the UK.

At the core of our strategy is a bold ambition: to be the UK's leading provider of paediatric neurorehabilitation, transforming outcomes through expertise, compassion and innovation.

Children, young people and families are central to everything we do. This strategy focuses on what matters most to them – their goals, potential and quality of life – while working in partnership with the wider health, education and social care system to create lasting change.

Over the next five years, we will expand and strengthen our services, invest in life-changing neurotechnology, future-proof our outstanding school, and build a sustainable organisation that can help more children, sooner.

By 2030, we want to look back with pride at how far we have come. We want to see how many more children and families we have helped to achieve their goals, whether that's future career aspirations, learning to walk again, being able to speak, or playing with siblings.

"This strategy reflects both the scale of the challenge we face and the strength of our ambition. Demand for specialist neurorehabilitation is growing, and our responsibility is clear: to build on our decades of expertise, invest in innovation and work in partnership across the system to help more children achieve the best possible outcomes, now and in the future."

Mike Thiedke, Chief Executive, The Children's Trust

Our strategic goals to 2030

Our Goals:

- Goal 1** Delivering safe, effective and high-quality services
- Goal 2** Enhancing and expanding our neurorehabilitation services
- Goal 3** Future-proofing our education offer
- Goal 4** Investing in our people
- Goal 5** Strengthening our finances

You can find out more about our strategy: achieving our goals together [here](#)



Job Description

Job Title	Commissioning Officer
Reporting Manager	Senior Commissioning Manager
Direct reports	None
Level	Officer
Contract Type	Permanent
Location	Tadworth, Surrey
Salary	£33,253 per annum
Probationary Period	Five months – this is a regulatory requirement for all new employees of The Children's Trust.
Hours of Work	37.5hrs per week
Working Pattern	Monday to Friday a combination of 8.30am-4.30pm and 9am-5pm to meet office needs.
Hybrid Working	Available for this role - 1 day per week work from home. This is a non-contractual informal arrangement; the role holder must be flexible and may be asked to change days to come into the office. Anything outside of this is considered flexible working e.g. fixed day working from home.
Notice Period (after Probation)	4 weeks
DBS	Enhanced with Child Barred List

Job Purpose

The Commissioning Officer provides operational and administrative support across commissioning, contracting, and funding activity, helping to ensure that placement and service funding arrangements are established, documented, and maintained accurately and efficiently.

Working closely with the Senior Commissioning Manager, Head of Business Development & Commissioning and wider Business Development & Commissioning Team, the postholder will coordinate contractual documentation, maintain accurate commissioning and placement information across relevant systems, support funding applications and proactively follow up outstanding agreements, funding decisions and commissioner actions.



The role will also provide general operational support to the Referral Manager and Placement Officer throughout the referral and assessment process, helping to ensure referrals are progressed efficiently from initial enquiry through assessment and towards an appropriate service or placement.

Through strong organisation, attention to detail and proactive follow up, the postholder will help minimise financial and contractual risk, improve the timeliness of funding arrangements and support achievement of organisational income, activity, and occupancy objectives.

Duties and Responsibilities

- Coordinate the preparation, administration and completion of contractual documentation for placements and commissioned services, ensuring agreements, schedules and associated paperwork are accurate and progressed in a timely manner.
- Maintain accurate and up-to-date commissioning, contract, placement and funding records across relevant systems and trackers, ensuring information is complete, accessible and supports effective financial and operational management, including taking and circulating accurate minutes and actions from relevant commissioning meetings.
- Monitor and follow up outstanding contractual and commissioning actions, including unsigned agreements and commissioner responses, escalating delays, risks or non-standard/complex matters to the Senior Commissioning Manager or Head of Business Development & Commissioning.
- Support the Senior Commissioning Manager with funding applications and requests to NHS commissioners, local authorities and other funding bodies, including preparing standard applications and coordinating supporting information.
- Maintain oversight of outstanding funding applications and decisions, proactively liaising with commissioners on routine queries and ensuring actions and outcomes are accurately recorded.
- Support routine commissioning activity including transitions between services, annual fee uplifts and other funding changes, escalating complex negotiations, disputes or funding concerns as appropriate.
- Identify missing information, discrepancies or potential financial risks and escalate these appropriately, supporting reconciliation and resolution with Finance.
- Provide general operational support to the Referral Manager and Placement Officer throughout the referral and assessment process, helping to ensure referrals are progressed efficiently and actions are followed up.



- Develop and maintain effective working relationships with commissioners, local authorities, NHS organisations and other funding bodies, providing clear and professional communication on routine commissioning matters.
- Build strong internal relationships with clinical, operational and finance colleagues to support effective coordination of commissioning, funding and referral activity, through timely communication, proactive follow up and effective cross organisational working.
- Identify opportunities to improve commissioning, contracting, funding and referral processes, helping to make systems and ways of working more efficient and effective.
- Contribute to the development and maintenance of templates, guidance, trackers and processes that support consistent commissioning and funding activity.
- Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

Professional Standards

- Undertake all mandatory training in line with The Children's Trust policy.
- Read and implement all policies, procedures, and risk assessments pertinent to working practice and keeps up to date with policy changes as they occur.
- Ensure strict confidentiality at all times, only releasing information to those acting in an official capacity and with appropriate authority.
- Maintain up to date knowledge and expertise in the use of relevant computerised equipment and applications.
- Prepare appropriately for Performance and Development Reviews, identifying learning objectives and setting targets, identifying opportunities for professional development in order to meet continuing professional development requirements.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.

Lines to be included in Professionalism

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

Health and Safety

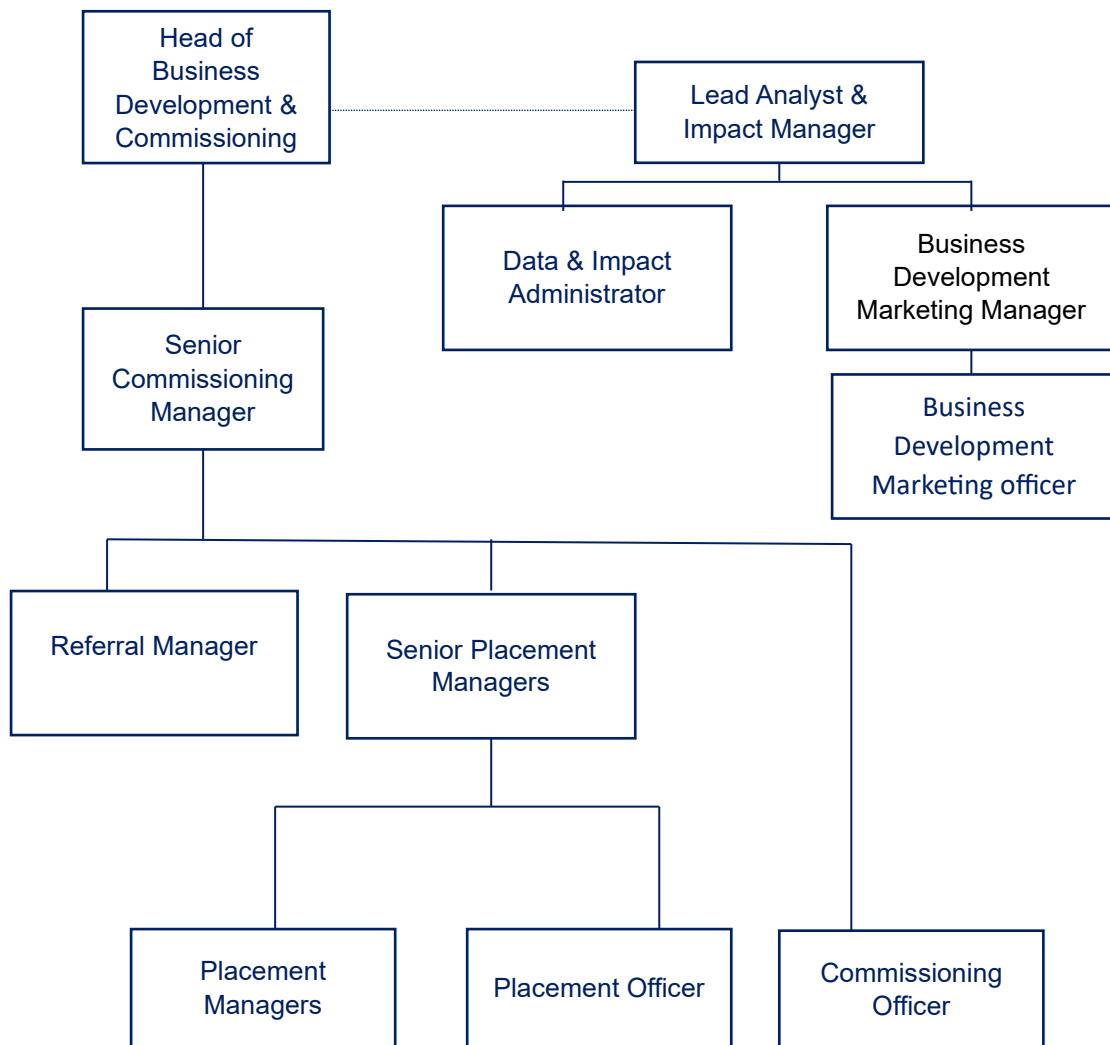
- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (Vantage), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

**Wellbeing and Emotional Resilience**

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.



Organisation and Structure





Person Specification

Selection Criteria:		Essential or Desirable
Education & Qualifications	<ul style="list-style-type: none"> Educated to GCSE level of equivalent, including English & Maths or equivalent work experience. Relevant administrative, business, commissioning, health or social care qualification, or equivalent experience. 	Essential
		Desirable
Experience	<ul style="list-style-type: none"> Experience of working in an administrative, coordination, or operational support role. Experience of managing and maintaining accurate records, databases, or electronic systems. Experience of coordinating documentation, agreements, applications, or other formal processes. Experience of working with multiple stakeholders and following up on actions. Experience of working within health or social care environments such as ICB or local authority. Experience of commissioning, contracting, funding, or placement administration. Experience of supporting referrals, assessment, or service coordination. 	Essential
		Essential
		Essential
		Essential
		Desirable
		Desirable
Skills & Abilities	<ul style="list-style-type: none"> Excellent organisational and administrative skills, with the ability to manage multiple priorities and deadlines. High level of accuracy and attention to detail, particularly when working with contractual, funding, and financial information. Strong written and verbal communication skills, with the ability to communicate confidently and professionally with a range of stakeholders. Ability to proactively follow up actions and outstanding information to ensure work progresses. Good IT skills and confidence using Microsoft Office and databases or other electronic systems. Ability to maintain clear, accurate and confidential records. Ability to take accurate minutes, identify actions and ensure these are appropriately recorded and followed up. 	All Essential
Knowledge	<ul style="list-style-type: none"> Knowledge of NHS, local authority or education commissioning and funding arrangements. Understanding of referral and assessment processes within health, social care, education, or rehabilitation services. 	All Desirable



Personal Qualities	<ul style="list-style-type: none">• Commitment to the vision and values of The Children’s Trust.• Flexible and ‘can do’ attitude to competing commitments in workload.• Highly motivated and reliable.• Ability to cope working in a demanding environment.• Commitment to maintaining personal wellbeing and the wellbeing of colleagues.	All Essential
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Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

Equity, diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-inclusion>

To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity and inclusion to be at the heart of everything we do, and our people, services and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met - including an LGBTQIA2S+ group, Ethnic Diversity Group, and Spark - our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people - our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

