



Senior Commissioning Manager

Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a Senior Commissioning Manager 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 Senior Commissioning Manager, you will report to the Head of Business Development & Commissioning.

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 & Commissioning



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	Senior Commissioning Manager
Reporting Manager	Head of Business Development & Commissioning
Direct reports	Referral Manager, Senior Placement Manager (x2) & Commissioning Officer
Level	Manager
Contract Type	Permanent
Location	Tadworth, Surrey
Salary	£53,648 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. This role will require travel across the country – including supporting at and attending events, all of which may require overnight stays. Expenses will be covered.
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)	12 weeks
DBS	Enhanced with Child Barred List

Job Purpose

The Senior Commissioning Manager provides operational leadership across commissioning, contracting, placements and referrals and requires deputising for the Head of Business Development & Commissioning as required. The role is responsible for supporting the effective management of key commissioning contracts and funding arrangements, overseeing complex commissioning and placement issues, and ensuring opportunities to maximise occupancy, referrals and income are identified and progressed.

Working closely with the Head of Business Development & Commissioning, clinical and operational leads, the postholder supports delivery against organisational activity and



income targets through effective contract management, income forecasting, funding negotiations and proactive management of financial and commissioning risks. The role also holds specific oversight of Community Rehabilitation income and Nursery placement funding alongside Neurorehabilitation, Residential Care and Education income.

The postholder provides line management to the Senior Placement Managers, Referral Manager, and Commissioning Officer, and plays an active role in developing new business opportunities, responding to changes in the commissioning landscape and strengthening relationships with commissioners, referrers, healthcare professionals and partner organisations. Through effective use of data, market intelligence and stakeholder engagement, the role supports sustainable service growth and delivery of The Children's Trust's strategic objectives.

Duties and Responsibilities

- Deputise for the Head of Business Development & Commissioning as required, providing operational oversight across commissioning, contracting, placements and referrals.
- Provide leadership, line management and professional support to the Senior Placement Managers, Referral Manager and Commissioning Officer, including regular supervision, annual PDRs, objective setting, coaching and development, ensuring high standards of performance and accountability.
- Work alongside the Head of Business Development & Commissioning to oversee key commissioning contracts, including National Specialised Commissioning block contract, ensuring contractual requirements, reporting targets and payment arrangements are effectively managed.
- Oversee spot purchased placement contracts at an operational level, ensuring all placements have an up-to-date contract in place, identifying and escalating contractual risks or concerns appropriately.
- Support admission planning, bed management and occupancy planning to maximise service capacity, referrals and income against agreed targets.
- Lead on and oversee complex commissioning and funding issues, including transitions between children's and adult services, unsigned contracts, disputed funding and partial fee agreements.
- Alongside Head of Business Development & Commissioning, support with key commissioning processes, including annual inflationary uplifts and negotiations with funding authorities, ensuring opportunities to maximise income are identified and progressed.



- Lead the management of nursery placement funding, working closely with parents, Surrey County Council and other stakeholders to maximise available funding, maintain accurate records and portals, secure eligibility codes and documentation, and obtain additional Early Intervention Funding where appropriate.
- Manage and maintain oversight of the Community Rehabilitation income budget, including funding applications, contract negotiations and engagement with funders, ensuring income targets are monitored and achieved.
- Identify and develop new business opportunities arising from changes in the commissioning landscape, service specifications, market developments and stakeholder needs, working with relevant colleagues to maximise opportunities for The Children's Trust.
- Represent The Children's Trust externally at conferences, events, and other networking opportunities, building and maintaining strong relationships with commissioners, referrers, healthcare professionals and partner organisations to generate leads, increase referrals and support organisational growth.
- Work closely with the Medical Director, Head of Business Development & Commissioning and Service Directors/Leads to drive performance against agreed activity, occupancy and income targets, identifying risks and opportunities and supporting the implementation of appropriate actions.
- Support the Head of Business Development & Commissioning with accurate and timely income forecasting, identifying financial risks and developing and implementing mitigation plans where required.
- Collaborate with the Lead Analyst & Impact Manager and other relevant colleagues to use data, market intelligence and performance information to inform decision-making, identify opportunities and reduce risk.
- Maintain strong internal and external stakeholder relationships, promoting effective multidisciplinary and cross-organisational working to maximise opportunities and achieve strategic objectives.

Professional Standards

- To 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.
- To 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 on 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.

Health and Safety

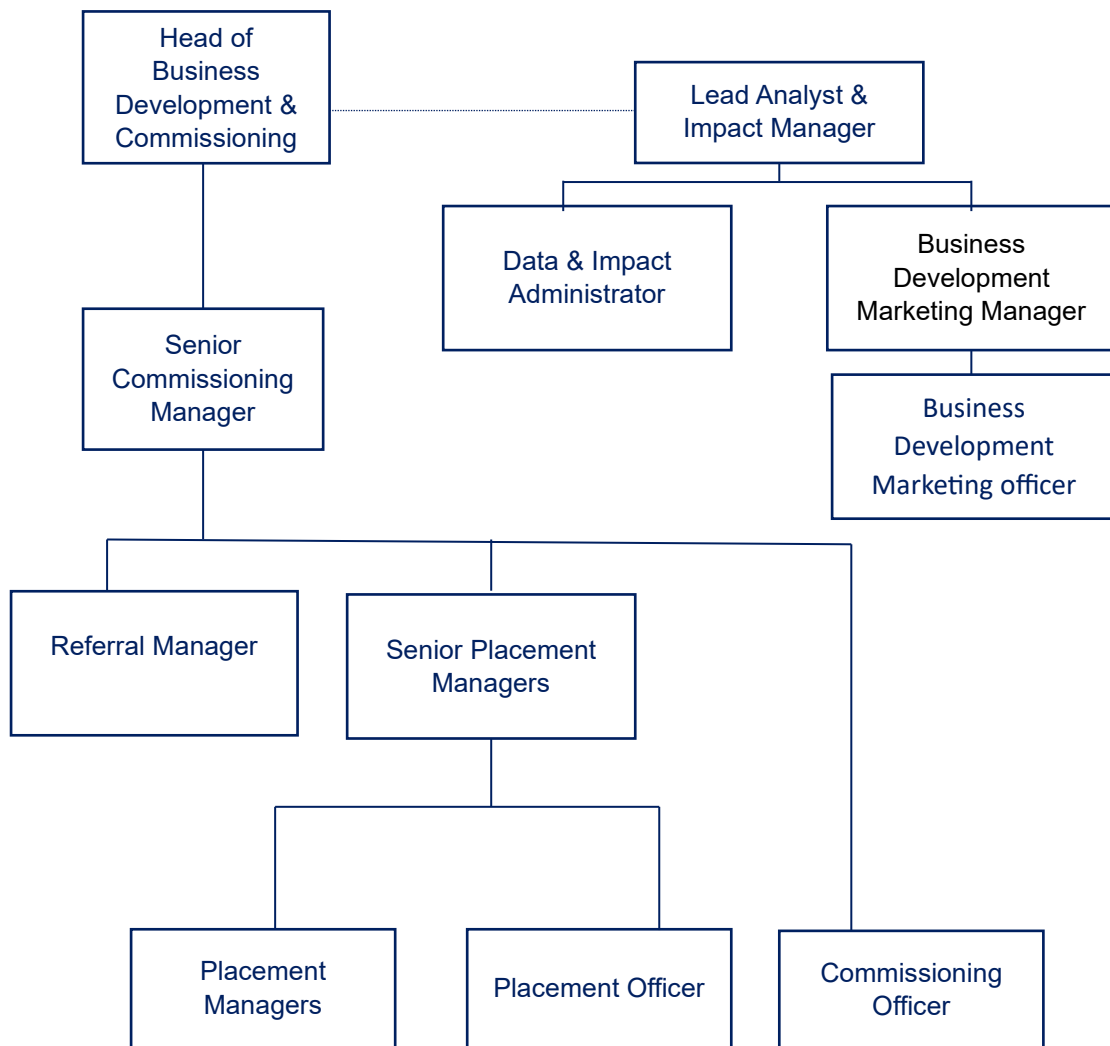
- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (Vantage), to identify and report risks and 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 others.



Organisation and Structure





Person Specification

Selection Criteria:		Essential or Desirable
Education & Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent experience in commissioning, contract management, or healthcare management. Evidence of continued professional development relevant to commissioning, contract management, or leadership. Relevant commissioning, contract management, project management, or leadership qualification. 	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
Experience	<ul style="list-style-type: none"> Experience in commissioning, contract management, commercial or healthcare management role. Experience of managing complex or challenging commissioning and funding situations and achieving positive outcomes. Experience of overseeing income, activity, occupancy, or financial targets. Experience of leading, managing and developing staff, including supervision and performance management. Experience of representing an organisation at conferences and other networking events. Experience of working with NHS England and/or Integrated Care Boards (ICBs). Experience of working with Local Authorities and education funding arrangements, including SEND and Early Years. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
Skills & Abilities	<ul style="list-style-type: none"> Strong organisational and prioritisation skills, with the ability to manage multiple competing priorities and deadlines. Excellent communication, presentation, and networking skills, with confidence representing the organisation externally. Excellent negotiation, influencing and stakeholder management skills, with the ability to operate confidently with senior commissioners and external stakeholders. Computer literate and able to use IT systems, with strong knowledge of Microsoft Office. 	All Essential
Knowledge	<ul style="list-style-type: none"> Understanding of healthcare commissioning, contracting, and funding arrangements. 	Essential



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.• Resilient and confident when managing challenging negotiations, competing priorities and complex situations.• Collaborative and able to work effectively across the multi-disciplinary teams.	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.

