

COMMISSIONING MANAGER

Job Description

Directorate:	Resources		
Service:	Digital Commissioning		
Location:	County Hall		
Salary range:	Grade 13	Grade:	13
Reports to:	Head of Digital Commissioning	Staff responsible for:	Commissioning and Vendor Management Teams

Job purpose and scope

To provide technical expertise in digital commissioning to effectively manage and integrate both third-party and on-premise service delivery.

The postholder will introduce and be accountable for an effective Commissioning and Vendor Management model in the Council and will focus upon delivering a commoditised approach to digital provision, integrating the best commercial options with in-house capabilities.

This role involves overseeing the digital revenue and commissioning budgets, ensuring alignment with financial plans, and providing accurate management information. They will work closely with the architecture team to ensure the Council's digital and technology strategies are translated into an effective, multi-sourced service model which is technically resilient and meets the Council's needs.

They will provide authoritative technical leadership, impacting the Council's corporate vision and reputation, and offer expert guidance and professional development to the team. The role also includes promoting the ethos of commissioning in technical decision-making at all levels, collaborating with key stakeholders, and ensuring compliance with relevant standards and regulations.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.”

This vision is at the centre of everything we do. Embedded in our identity are our values: **Supportive, Innovative, Respectful, and Collaborative**, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The **Leading Lancashire** framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors
Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service

Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles

Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the **Leading Lancashire** framework.

Accountabilities/Responsibilities

- Lead, inspire, and motivate the Commissioning team to drive innovation and deliver a modern and progressive commissioning approach across the service.
- Responsible for acting as the senior sponsor on a range of diverse multi-stakeholder service integration and commissioning projects, to source and embed new digital capabilities for the Council.
- Responsible for effective digital purchasing, licensing, and asset and vendor management. Ensuring that the council robustly manages its vendors to provide value for money, adhere to agreed contractual standards, and manage all contracts as part of the agreed vendor management lifecycle in digital services.
- Responsible for managing complex service issues, including supplier standards, service performance, and introduction of new digital capability
- Develop and deliver the commissioning team plan linked to the digital strategic framework (Technical, business and contractual) and lifecycle management.
- Ensure service management financial management is aligned to agreed financial plans (Capital and Revenue) and provides timely and accurate management information to managers with budget responsibility.
- Oversee the introduction of the new service integration (SIAM) capability into the Digital service and manage the performance framework for the service. Ensure necessary consistent governance, assurance, and management of multiple suppliers and services, whether these suppliers are external, internal, or a combination thereof

- Integrate all ICT service functions to provide a seamless, effective, secure, and resilient service to users.
- Deliver a commoditised approach to digital provision, integrating the best commercial options with in-house capabilities.
- Manage the lifecycle of all digital capabilities, ensuring compliance with relevant standards and regulations.
- Manage the creation of the service performance framework, working closely with key service and business stakeholders, and members, to ensure their information needs are addressed and quality, reliability and resilience service metrics achieved.
- Collaborate with the Business Engagement Manager to engage wider services in decision-making for new digital capabilities.
- Work closely with the Architecture Team to ensure the technical strategy of the Council underpins the Council's digital operating model.
- Actively promote the ethos of Commissioning in all decision making to ensure the optimal service offer is provided to the Council.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You are expected to be flexible and may be required to operate in different areas of work/carry out different duties as required.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Honours degree level qualification or equivalent relevant experience.
- Relevant professional qualification or equivalent (e.g. digital SIAM or commissioning-related qualification) or equivalent experience
- Leadership or management qualification or equivalent experience*.
- Project Management qualification*.

Experience

- Experience in commissioning digital products and services
- Programme and project management in a multi-functional, complex organisation.
- Digital expertise, including knowledge of digital trends, tools, and platforms.
- Implementing SIAM models in complex organisations*
- Team leadership and cross-organisational working.
- Change and process management skills.
- Experience in a politically driven organisation*.

Essential knowledge, skills & abilities

- Excellent influencing and negotiation skills.
- Innovative and imaginative approach to service development.
- Strong interpersonal skills to establish positive working relationships.
- Ability to build effective, multi-functional teams.
- Strong analytical and problem-solving skills.
- Excellent communication skills, both written and verbal.
- Attention to detail and confident report and documentation skills.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.