

# COMMISSIONING OFFICER

## Job Description

<b>Directorate:</b>	Resources		
<b>Service:</b>	Digital Commissioning		
<b>Location:</b>	County Hall		
<b>Salary range:</b>	Grade 12	<b>Grade:</b>	12
<b>Reports to:</b>	Commissioning Manager	<b>Staff responsible for:</b>	3 - 4 direct reports within the Commissioning Team

### Job purpose and scope

The Commissioning Officer will oversee the commissioning lifecycle for both internal and externally sourced digital services, ensuring these provide effective, value-for-money services for the Council.

The role will be responsible for creating appropriate service level agreements for commissioned services and working closely with legal teams in the Council to ensure contract arrangements with suppliers and partners are fit for purpose and enable effective management and adherence to agreed quality and performance standards.

### 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

- Oversee the commissioning lifecycle for digital services
- Create and manage service level agreements for commissioned services
- Collaborate with legal teams to ensure contract arrangements are fit for purpose
- Ensure effective supplier management and adherence to quality and performance standards
- Monitor and evaluate the performance of commissioned services
- Provide expert advice and support to colleagues and stakeholders
- Ensure compliance with relevant digital, cybersecurity and commissioning policies, procedures, and regulations
- Manage and integrate digital services across the council, working collaboratively with senior management and stakeholders to ensure service development, improvement, and ongoing compliance
- Oversee the management of service budgets, both capital and revenue, ensuring they are aligned with digital service plans and strategies
- Strategically plan and procure digital services and new capabilities, collaborating with business stakeholders, assessing needs, and designing services that address council and service user requirements

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

- Professional and/or academic level qualification in procurement, or a related field, or equivalent experience, OR
- Substantial vocational experience in a relevant technical, scientific, specialised or operational field
- Professional certification in commissioning or procurement (e.g., CIPS) is desirable\*.

### Experience

- Experience in commissioning or procurement roles, preferably within the public sector\*.
- Experience in managing the commissioning lifecycle for digital services.
- Proven track record of creating and managing service level agreements.
- Experience in collaborating with legal teams to ensure contract arrangements are fit for purpose.
- Experience in managing and integrating digital services across an organisation.
- Experience in overseeing service budgets, both capital and revenue.

### Essential knowledge, skills & abilities

- Strong knowledge of commissioning processes and best practices.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively with colleagues and stakeholders.
- Strong analytical and problem-solving skills.
- Ability to monitor and evaluate the performance of commissioned services.
- Knowledge of relevant policies, procedures, and regulations.
- Ability to provide expert advice and support to colleagues and stakeholders.
- Strong organizational and time management skills.
- Ability to manage multiple projects and priorities simultaneously.

### 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.