



Job Profile

JOB TITLE:	Principal Projects and Commercial Officer
GRADE:	POC
POST NO:	29827
JOB TIER:	5 (non-management)
GROUP:	Place
DIRECTORATE:	Planning and Sustainable Growth
SERVICE:	Operations

REPORTING STRUCTURE

Reports to:	Performance and Projects Manager
Direct Reports:	None
Indirect Reports:	TBC

ROLE PURPOSE:

The Principal Performance and Commercial Officer will support the effective management of the Performance and Projects function, acting as the deputy to the Performance and Projects Manager. The role will contribute to delivering team plans and performance targets, using data analytics and reporting tools to support Planning and Sustainable Growth.

The Principal Performance and Projects Officer will play a key role in driving cross-cutting initiatives, enhancing business processes through digitalisation and innovative approaches. The post holder will proactively support service transformation and assist

the Senior Leadership Team in improving service delivery, ensuring a resident-first, cost-effective approach.

A. Job Description

1. Resident & Community Contribution

- Actively engage with stakeholders to gather input and feedback on projects, ensuring that all needs and priorities are understood and integrated into planning and service delivery.
- Collaborate on the development and implementation of initiatives aimed at improving the customer journey and accessibility of council services.
- Monitor and enhance service delivery, ensuring that it is responsive to resident needs, including the use of digital tools to make services more accessible.
- Use performance metrics, surveys, and other feedback mechanisms to assess resident satisfaction with council services.
- Regularly report on performance related to community engagement and identify areas for improvement based on feedback from residents.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.
- Support the Performance and Projects Manager in leading and developing the team, providing mentoring and learning opportunities to team members.
- Foster an inclusive and diverse working environment, ensuring that team members are supported in their professional development.
- Act as the deputy to the Performance and Projects Manager, stepping into management responsibilities when required.

- Assist in the coordination of staff engagement activities and ensure effective communication across the team to maintain high levels of motivation and performance.

3. Operational Service Delivery

- Assist the Performance and Projects Manager in leading the Performance and Projects function, ensuring that team plans, and service targets are met.
- Act as a key advisor in transformation workstreams, supporting the identification and implementation of new processes to streamline and enhance service efficiency.
- Collaborate with Service Managers and Senior Management to review working practices and recommend improvements.
- Lead and participate in project teams focused on service improvement, contributing to the digitalisation of services and fostering new ways of working.
- Ensure effective governance and reporting on performance, providing updates to the Senior Leadership Team on key service priorities and progress.
- Draft reports, business cases, and briefings as required for management and cabinet members.
- Support the management of complaints, MP/member enquiries, FOIs, SARs, and information governance issues to ensure compliance with corporate policies
- To support effective budget management by monitoring expenditure with external consultants and tracking key income streams.
- Carry out reconciliations of systems data to support effective income & expenditure management, including accurate allocation and ensuring VAT compliance.

4. Service Planning & Development

- Collaborate with the Performance and Projects Manager in developing team plans and performance frameworks aligned with the service's strategic goals.
- Assist in the monitoring and analysis of Key Performance Indicators (KPIs), identifying issues and recommending actions to improve service performance.

- Contribute to service innovation, identifying opportunities for process improvements and digital transformation to enhance customer service and operational efficiency.
- Support procurement and workforce planning, ensuring adherence to corporate guidelines and procedures.
- Help manage the implementation of improvement initiatives, ensuring effective project management and service improvement methodologies are followed
- Maintain knowledge of the current Team Plan and understanding of own contribution to ensure delivery of this plan.

5. Financial & Resource Management

- Assist the team manager in the procurement of and supervision of consultancy support for local plan and related planning, regeneration and environment projects.
- Manage external consultants engaged to assist with the preparation of evidence-based studies necessary for preparation of the local plan and supporting documents with a specific focus on planning, regeneration and environment.
- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- To assist the Senior Commercial Officer in ensuring all purchasing and procurement activities comply with corporate guidelines, using the Council's financial systems appropriately and ensuring payments are made within agreed terms.
- To assist the Senior Commercial Officer in raising invoices and ensure accurate allocation for Planning and Building Control Fees in accordance with corporate processes

6. Service Improvement

- Play a key role in the innovation of service delivery including the digitalisation of our services, working alongside other service areas and where appropriate partner and other organisations to achieve efficiencies and improve customer journey.
- Actively contribute to the ongoing and improvement of services within the planning services and to keep abreast of changes to planning, legislation,

best practice and assist with the introduction of new or amended processes and procedures.

- Contribute to the implementation of improvement initiatives and change programs using the council's project management and service improvement methodologies
- To identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for customers.

7. Contacts

- Liaise with officers in the planning and other council services, and with other local authorities and external bodies as appropriate, to secure the integration of their work with that of the planning, regeneration and environment team.
- Any staff and managers across area planning, strategic planning and regeneration; Other senior officers within the council; Staff and managers in other service areas.
- To represent the service at a senior level at officer group meetings, project meetings, committees and public meetings with external strategic agencies as necessary.

8. Additional Responsibilities

- To deputise for the Performance and Projects Manager as appropriate.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Delivery against any agreed Team Plans, Service Level targets and Statutory targets.
- Delivery of agreed personal objectives.

B. Person Specification

This person specification will be used for recruitment to the **Principal Projects and Commercial Officer** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Educated to degree level or equivalent in a business-related subject, or equivalent experience	x	
Evidence of continuous professional development		
Project management or management qualification		
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Significant experience of working in local government with an understanding of the business and financial context		x
Occasional evening meetings and longer hours during peak work times		x
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience in managing performance and projects to support high-quality public services.	x	
Experience in preparing reports and performance data for stakeholders.	x	
Significant experience in identifying, monitoring, and reporting on business risks.	x	
Experience in implementing and maintaining performance management and improvement systems.	x	
Experience in managing staff and providing support and guidance.		x
Experience in budget management and understanding financial processes		x
Experience of engaging with and advising senior managers on performance-related matters.		x
Experience of developing and implementing innovative, cost-effective solutions for service improvements.		x
Experience in building and maintaining collaborative relationships across departments and with external partners.		x
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Strong analytical skills with the ability to resolve problems in a multi-disciplinary environment.	x	

Ability to plan and manage a varied workload, prioritising conflicting demands effectively.	x	
Strong communication and interpersonal skills, with the ability to influence and negotiate effectively.	x	
Ability to draw qualitative and quantitative insights from diverse information sources and present findings clearly.	x	
Strong ICT skills and proficiency in relevant service-specific software. Ability to interpret legislative changes and ensure compliance with updated policies and procedures.	x	
Competent report writing and communication skills tailored to various audiences.	x	
Desirable		
Knowledge of local government performance indicators and benchmarking processes.		x
Understanding of quality management systems and continuous improvement methodologies		x
5. COMPETENCIES	ESSENTIAL	
Respectful		
Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful.	x	
Treats all customers and colleagues with dignity and respect according to their individual needs.		
Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs.		
Demonstrates active listening skills, shows compassion and takes ownership.		
Collaborative		
Adopts a 'One Council' approach to service delivery.	x	
Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions.		
Actively participates in learning activities and applies new knowledge and skills in the workplace.		
Efficient		
Gives clear information about service standards and timescales.	x	
Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).		
Solution focused, challenges existing practices and suggests new ways of doing things.		

<p>Shows Integrity</p> <p>Aware of Local Government purpose.</p> <p>Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.</p>	<p>x</p>	
<p>Open & Honest</p> <p>Willing to try new things, accepts responsibility and learns from own mistakes.</p> <p>Remains positive and engages with change and service improvement.</p> <p>Remains open-minded to new ideas.</p> <p>To be open and honest.</p>	<p>x</p>	