

Grading

Job Description and Employee Specification

<u>Job title:</u> Lead Officer - Design, Commercial and Technical Services	<u>Service area:</u> Communities
<u>Post number:</u>	<u>Division:</u> Assets and Development
<u>Grade:</u> 12	<u>Section/team:</u> Development
<u>Overall purpose of job:</u> • Lead the council's design, engineering, technical and commercial services, ensuring high-quality, compliant and cost-effective delivery of regeneration and infrastructure programmes. The role provides professional leadership across design and construction, manages key procurement frameworks and contract management arrangements, and acts as an internal consultancy to support integrated and efficient project delivery. • Develop a positive and pro-active culture and enthuse others to perform to an excellent standard.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Lead and manage in-house design and technical services including architecture, mechanical and electrical engineering, and digital/BIM capability to create technical specifications for procurement or direct delivery. 2. Provide professional and technical assurance across regeneration, infrastructure and asset programmes, ensuring design quality, compliance, buildability, and value for money. 3. Oversee the council's construction and professional services procurement frameworks, ensuring effective operation, compliance and value for money, and provide support to colleagues managing the Highways framework. 4. Lead commercial and contract management functions, including NEC-based contract management and quantity surveying expertise to ensure effective contract management. 5. Manage procurement processes for projects tendered through the council frameworks, working in accordance with public sector procurement regulations and internal governance and contract procedure rules. 6. Oversee a business services function responsible for administering procurement processes, issuing contracts and maintaining framework compliance with a focus on supplier performance and quality. 7. Manage and coordinate external consultants and contractors, ensuring performance, quality and cost control.	

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8. Promote and embed best practice in design, sustainability, digital (BIM) and whole-life asset performance.
9. Work collaboratively with Regeneration, Planning, Housing, Sustainability and Asset teams to ensure integrated project planning and delivery.
10. Working with project managers Identify and manage projects risks, issues and dependencies, ensuring appropriate mitigation and escalation.
11. Lead, manage and develop a multidisciplinary team, building a positive culture of performance, professional excellence, inclusion, and service innovation.
12. Manage all capital and revenue budgets in line with organisational requirements to ensure value for money.
13. Responsibility for ensuring compliance with all relevant health and safety legislation at all times.
14. Identify opportunities for service transformation through innovation, consultation, and periodic review.
15. Deputise for the Head of Service when required and represent the department at local and regional forums and networks.
16. Actively contributes to the monitoring and management of the assigned budget for area of responsibility, ensuring financial balance and providing the Head of Service with reports on financial activity as required.
17. Reports regularly to the Head of Service on performance, safety, and compliance. Identifying all issues which require consideration by the Senior Leadership Team.
18. Deals with complaints and enquiries concerning real or perceived failures in service and to undertake necessary investigation and implementation of remedial measures.
19. Support the Head of Service in managing the service area across all its functions and play a full role as a member of the senior management team delivering the council's aims and objectives.
20. Enhance staff motivation and staff development through training and advancement opportunities so that individuals achieve their maximum contribution to the council's and service's objectives and aims.
21. Acts as an investigating officer when required, making recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
22. Required to be part of the council's Emergency Management arrangements.

Knowledge, skills and experience:**Qualifications**

- Degree or equivalent relevant experience in a related field
- Recognised project or programme management qualification (e.g. PRINCE2 Practitioner, MSP, APM or equivalent)
- Management qualification or relevant professional experience.
- Demonstrates continued professional development

Knowledge and skills

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- Good working knowledge of design and engineering principles within the built environment, with the ability to provide professional advice across design and delivery.
- Strong understanding of construction and infrastructure delivery.
- Strong analytical, financial, technical and commercial competence.
- In-depth knowledge of public sector procurement regulations, administration, creation and management of frameworks
- Strong understanding of NEC/JCT contract management principles, the different types, options, and their administration.
- Good working knowledge of Construction, Design and Management regulations.
- Extensive project management knowledge.
- Knowledge of BIM and digital design approaches.
- Awareness of sustainability and low-carbon design principles.
- IT literate, with the ability to use and interrogate a variety of systems.
- Comprehensive knowledge and experience of the principles and practice of:
 - effective people management.
 - excellent customer service.
 - continual improvement using an evidence-based approach.
 - appropriate risk management and risk enablement.
- Strong analytical, financial, and commercial skills, including business case development.
- Ability to lead strategic and operational design, commercial and technical services across a diverse commercial portfolio.
- Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development.
- Influencing, negotiating and consultation skills.
- Excellent time management skills, with the ability to work to tight deadlines and constantly changing priorities.
- Good financial management skills, with the ability to manage complex budgets.
- Ability to deliver and apply strategic and operational decision making.
- High standard of written skills including writing and presenting reports, briefing notes and decision records.
- Ability to work with sensitivity in a political environment. In particular, the need for personal authority, self-confidence, tact and diplomacy to liaise effectively in potentially confrontational situations.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the service.
- Understanding of performance management systems and experience of setting performance indicators and monitoring performance and quality against them.
- Ability to interpret and structure complex information, to present and explain it clearly both verbally and in writing to technical and non-technical audiences.
- Resilient and tenacious.
- Positive role model.
- Flexible approach to working arrangements.

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- Ability to transport self around North Lincolnshire in a timely manner.

Experience

- Experience in design, engineering, construction or technical services.
- Significant experience of managing procurement frameworks and/or contract management functions.
- Demonstrable experience of working with NEC or similar contract forms.
- Experience of managing multi-disciplinary teams.
- Practical experience of delivering projects within a complex stakeholder environment.
- Experience of managing capital and revenue budgets, forecasting income and driving financial performance.
- Experience of managing complex external relationships, including external consultants/contractors.
- Significant experience of delivering change management.
- Experience of managing Health and Safety within a front-line service.
- Extensive procurement experience in relation to the business of the service.
- Extensive experience of service planning, policy development and implementation, and performance management.

Creativity and innovation:

- Advises Head of Service on strategy, service plans and legislative changes within own area of responsibility.
- Continually assess all current working practices, identify areas for improvement, and manage their implementation, ensuring consistency across the unit and with other units.
- Develops innovative and creative solutions to deliver the ambitions of the council plan.
- Constantly review resources to optimise value for money and identify opportunities for more effective working.
- Set targets and monitor progress of all staff to ensure service delivery is achieved.
- Contribute to regular financial and budget monitoring, address issues and deal with variances through researching alternatives where necessary.
- Provide innovative solutions for achieving key performance indicators (KPI's) and other targets and for resolving complaints.
- Innovative problem solving and dealing with and consulting with, members of the public and Council Members on the more complex service delivery issues and customer relations.
- Contribute to the development and use of appropriate IT hardware and software to aid analysis and presentation.
- Manage and monitor the establishment of workloads within defined timescales and to budgetary targets, but with flexibility to meet changing weather, priorities or customer needs.
- Utilise all available data to update others with current accurate information by creating sufficient reports to substantiate reports and programmes of work.

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- Required to develop innovative and practical solutions to complex design, procurement and delivery challenges, improving efficiency, value for money and sustainability outcomes across programmes.
- Identify, evaluate and implement changes to working practices that improve efficiency, quality and value for money across multiple service areas.
- Requirement to design, development and procure a new multidisciplinary professional service, construction, and highways frameworks.
- Produce, interpret and present complex data and information, applying creative analytical approaches to support strategic decision-making.
- Prioritisation of service needs within available resources in consideration of service requirements and organisational goals.
- Negotiating with contractors, suppliers, and service customers as required.
- Develop new policies and procedures in response to evolving legislation, procurement rules and organisational needs, ensuring compliance and innovation in service delivery.
- Developing specifications for procurement of contractors and professional services to support the design, development and delivery of projects and programmes.
- Dealing with urgent operational matters, occasionally outside of normal office hours to protect the ongoing interests of the council.

Contacts and relationships:

The postholder will regularly deal with a range of complex and contentious operational matters, which will have significant implications on the service, the council and the people of North Lincolnshire.

- Head of Service/Assistant Director/Director - to discuss strategic and operational issues. These issues can be of a complicated, complex, and sometimes sensitive nature regarding the management of assets, personnel, and third parties – daily/weekly.
- Service management team – regarding staffing, service delivery and policy issues, complaints and elected member queries, contractor disputes and procurement issues – daily/weekly.
- Senior Managers - influence and liaise as required to ensure that strategic planning and implementation of asset management plans, and statutory compliance with regulations are carried out consistently and effectively – as and when required.
- Community organisations/public stakeholders - in relation to the work of service/dealing with queries and complaints on service delivery issues - occasionally.
- External partner organisations/local businesses - in relation to the work of service to convince them of the reasons for adopting certain policy positions/dealing with queries and complaints on service delivery issues - frequently.
- Other council service areas/operational staff – to discuss operational matters/to work collaboratively and maintain a one council approach – as required.

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- Professional networks/government departments/funding agencies/other council's – to discuss policy issues and/or operational practices - weekly/monthly.
- Contractors, consultants, suppliers – Daily (verbal, meetings, written)
- External and internal auditors and inspectors – Monthly (meetings, written – during audits)
- Schools - during the delivery of works - regularly.

Also, representing the council at external seminars, meetings with contractors, consultants and suppliers daily.

- Daily contact with, service clients, contractors, heads of service, officers in other services, suppliers, manufacturers, statutory bodies, all relative to providing a complete facilities management service.

Decision making:

- Management of all resources (staff, budgets etc.) and appropriate decision making.
- Makes operational decisions, policies and priorities for the service.
- Establishes and monitors financial expenditure profiles for budget heads. Monitor profiled against actual expenditures and adjusts as necessary on a monthly basis.
- Manage the operational decision-making processes required by the service.
- Makes decisions in respect of changes to service delivery, and policy and procedures, within area of responsibility, which may affect the services to vulnerable people and populations.
- Decides on workloads and programmes of work for teams.
- Make decisions relating to the evaluation of quality and performance of the service.
- Within the role of investigating officer, makes recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
- Ensures all work carried out meets statutory obligations and also adheres to the council's policies and procedures.
- Authorise orders and payments up to approved authorisation level within the written scheme of delegations.
- Decides on staff training and development needs within agreed budgetary limits.
- Implement interventions for customers following service delivery failures.
- Translation of new legislation and where/how it impacts on project work, policies, practices and procedures as well as contractors and workforce.
- Determine the correct course of action when dealing with emergencies.
- Check and approve payments made to internal and external contractors and suppliers.
- Ensuring the welfare, health and safety of self and council staff in all service activities

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- Undertake risk assessments (including dynamic risk assessments) considering appropriate mitigation to manage identified risks and ensuring the mitigation is implemented.
- Responsible for technical, design and commercial decisions that influence project cost, quality and delivery.
- Provides professional advice to senior leadership and project and programme boards.
- Operates with some autonomy when contracting and procuring works within regulatory and governance frameworks.
- Resolve urgent, contentious or politically sensitive issues, determining appropriate courses of action where multiple stakeholders hold conflicting views or where decisions carry reputational risk.
- Select and approve procurement and contract documentation for the appointment of consultants and contractors, ensuring compliance with NEC contracts, corporate regulations and financial rules.
- Interpret technical and complex information in order to present to senior leaders highlighting areas of risk, financial implications and potential reputational harm.

Consequences:

Decisions made by the post holder will have implications on the council's effective and compliant procurement, project and programme delivery to ensure value for money and successful outcomes.

Responsibility for resources:**Financial resources:**

- None

Physical resources:

- Laptop - £760
- Mobile phone - £200
- PPE - £150
- 95% office based; 5% site based

WORK ENVIRONMENT**Work demands:**

- Work is largely operational, however, there will be strategic requirements to deal with that will impact on operational work.
- The postholder will manage other managers who also may have conflicting operational deadlines.
- The majority of the work is statutory, contractual or politically sensitive.

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- Continual review of statutory regulations, codes of practice & established policies & procedures.
- The work requires the management of complex, frequently changing and conflicting priorities.
- A high level of customer contact in a demand led environment necessitates prompt responses. Deadlines are usually very tight and timescales for completion of tasks short.
- The post has significant autonomy in structuring the working day requiring high levels of self-discipline and time management skills.
- Dealing with urgent matters, at times outside of normal office hours as required to protect the ongoing interests of the council.
- Managing a complex portfolio of procurements, internal design requests and specification developments, alongside management and administration of contracts with competing priorities, tight deadlines and external dependencies.
- The workload to be undertaken is not routine and fluctuates in terms of volume and nature, it cannot follow an established routine, given the changing demands of staff, elected members, service clients, contractors, heads of service, suppliers, manufacturers, statutory bodies.

Physical demands:

- Normal physical demands.

Working conditions:

- Work will normally be carried out in an office and home environment but does require the post holder to visit various locations (site visits) as need arises.
- Agile / hybrid working is in place across the council.

Work context:

- The nature of the work may be demanding and challenging although there is minimal risk to personal health and safety.

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Position in organisation:

Indicate how many staff the post is directly accountable for: 12 (3 direct reports)

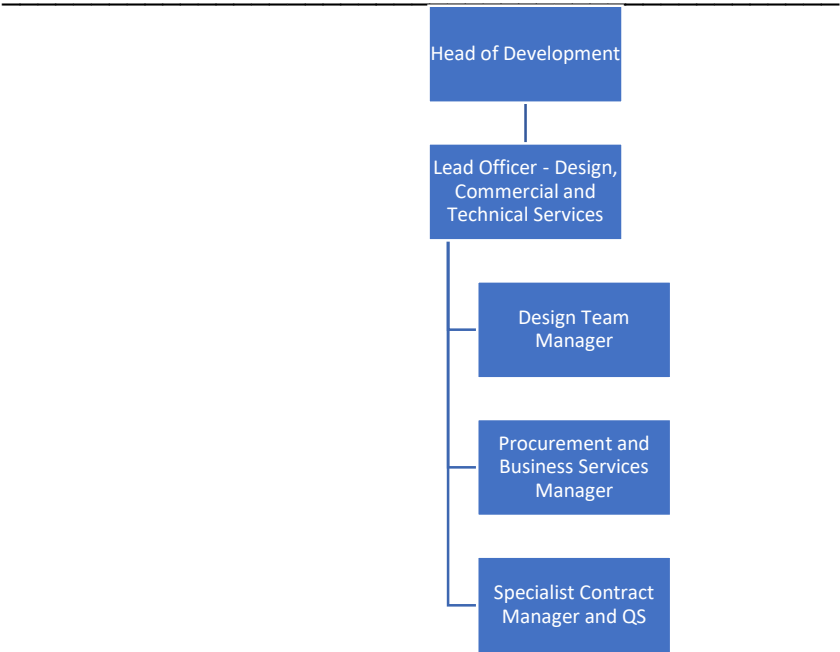
Are posts in more than one location? **No**

Is this at the same site? **No**

Are the posts managed highly mobile? **Yes**

Is the supervision/management shared with another post in the structure?
No

Please indicate which post(s)



Job Description Version Control	
Date evaluated	8.5.26
Date updated	16.7.26
Updated by (manager name)	David Boreham
Checked by (HR name)	Jo Parker

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
	• Good working knowledge of design and engineering principles within the built environment, with the ability to provide professional advice across design and delivery. • Strong understanding of construction and infrastructure delivery. • Strong analytical, financial, technical and commercial competence. • In-depth knowledge of public sector procurement regulations, administration, creation and management of frameworks • Strong understanding of NEC/JCT contract management principles, the different types, options, and their administration. • Good working knowledge of Construction, Design and Management regulations. • Extensive project management knowledge. • Knowledge of BIM and digital design approaches. • Awareness of sustainability and low-carbon design principles. • IT literate, with the ability to use and interrogate a variety of systems. • Comprehensive knowledge and experience of the principles and practice of: • effective people management. • excellent customer service. • continual improvement using an evidence-based approach. • appropriate risk management and risk enablement. • Strong analytical, financial, and commercial skills, including business case development. • Experience in design, engineering, construction or technical services. • Significant experience of managing procurement frameworks and/or contract management functions. • Demonstrable experience of working with NEC or similar contract forms. • Experience of managing multi-disciplinary teams. • Practical experience of delivering projects within a complex stakeholder environment. • Experience of managing capital and revenue budgets, forecasting income and driving financial performance. • Experience of managing complex external relationships, including external consultants/contractors. • Significant experience of delivering change management. • Experience of managing Health and Safety within a front-line service. • Extensive procurement experience in relation to the business of the service. • Extensive experience of service planning, policy development and implementation, and performance management.
Knowledge, Skills and Experience	Interview
	• Ability to lead strategic and operational design, commercial and technical services across a diverse commercial portfolio. • Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development. • Influencing, negotiating and consultation skills. • Excellent time management skills, with the ability to work to tight deadlines and constantly changing priorities. • Good financial management skills, with the ability to manage complex budgets. • Ability to deliver and apply strategic and operational decision making.

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- High standard of written skills including writing and presenting reports, briefing notes and decision records.
- Ability to work with sensitivity in a political environment. In particular, the need for personal authority, self-confidence, tact and diplomacy to liaise effectively in potentially confrontational situations.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the service.
- Understanding of performance management systems and experience of setting performance indicators and monitoring performance and quality against them.
- Ability to interpret and structure complex information, to present and explain it clearly both verbally and in writing to technical and non-technical audiences.
- Resilient and tenacious.
- Positive role model.

Education, Training and Qualifications

Original documents

- Degree or equivalent relevant experience in a related field
- Recognised project or programme management qualification (e.g. PRINCE2 Practitioner, MSP, APM or equivalent)
- Management qualification or relevant professional experience.
- Demonstrates continued professional development

Working Arrangements

Interview

- Flexible approach to working arrangements.
- Required to be part of the council's Emergency Management arrangements.
- Ability to transport self around North Lincolnshire in a timely manner and at short notice.
- Agile working applies.

DESIRABLE CRITERIA

ASSESSED THROUGH:

Knowledge, Skills and Experience

Application form (follow up at interview)

-

Knowledge, Skills and Experience

Interview

-

Education, Training and Qualifications

Original documents

-

Working Arrangements

Interview

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THE POST IS SUBJECT TO:

A Disclosure and Barring Service Check

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Yes – at the level below:

☐

No ☒

• Enhanced without Barred List

☐

• Enhanced with Barred List: Adults

☐

Children

☐

Both

☐

• Basic

☐

Political restriction

Yes ☐

No ☒

The ability to speak fluent English under the Immigration Act 2016

Yes ☒

No ☐

• Version Control			
Author	HR Policy Team	Date approved	19 September 2012
Status	V1.2	Last updated	9 February 2026 (DBS checks)