**Role Profile**

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| **Role Title** | Chief Innovation and Commercial Officer |
| **Reference Number** |  |
| **Directorate** | Commercial and Innovation |
| **Team** | N/A |
| **Job Category** | Leadership & Management |
| **Grade** | Tier 2 Level 2 |

**Role Purpose**

To lead Cumberland Council's commercial strategy, fostering a culture of innovation to enhance public services and achieve greater investment and savings.

This role combines leadership in revenue generation, service improvement, and cross Council workings, with a strong focus on innovation and community impact.

**Accountabilities**

* Be an active member of the Senior Leadership Team that helps shape strategic direction of the Council and empower continuous improvement and ensure delivery of its priorities and value to residents. Develop an innovative, ambitious and inclusive Council that delivers excellent public services for Cumberland residents and communities.
* Lead the strategic development for their directorate, including developing a commercial strategy to identify and pursue opportunities for revenue generation whilst cultivating a culture of innovation to enhance public services. This includes developing and utilising the Council's ICT and Corporate Assets to leverage commercial return, and supporting departments in creating commercially viable propositions that enable maximum cost recovery whilst balancing service quality.
* Oversee the development and implementation of directorate and functional strategies, plans, objectives, policies, systems and processes, for the ICT/Digital and Corporate Asset functions, ensuring that they are coherent and integrated to deliver council priorities, and that they are compliant with external legislative and regulatory frameworks.
* Inspire, motivate and develop service/functional leaders and staff, to create an empowering, compassionate, modern and learning culture that enables staff to perform at their best and therefore both deliver excellent services to residents as well as retain and attract the best talent for Cumberland Council.
* Lead and model continuous improvement in the Council through considerable change and transformation across services, while ensuring continuity in performance, financial constraints and statutory obligations.
* Collaborate with the other departments to remove barriers and enable staff to be entrepreneurial and innovative, and work with stakeholders across departmental and organisational boundaries to co-design inclusive and joined-up services that are efficient, effective and meet the requirements of residents and communities of Cumberland.
* Identify commercial trends and developments, promoting innovative new approaches that illustrate an understanding of the ‘system wide picture’ and positively challenge current thinking, to deliver an outstanding customer experience and community outcomes.
* Foster and cultivate lasting strategic relationships/partnerships with a range of stakeholders at a local, national and international level, to position Cumberland at the centre of relevant networks and systems.
* Navigate political networks and support the Cabinet and Members in translating their political objectives and priorities into coherent initiatives to enable the delivery of their Cumberland directorate, working within the appropriate governance structures and aligning strategic commercial and innovation services.
* Provide leadership in risk management, emergency response and business continuity both corporately and as part of your directorate, being available for response rotas as required.
* Conduct any other duties commensurate with the scope and grade of the role.

**Cumberland Employee Accountabilities**

* Ensure that suitable and sufficient assessments of risk are carried out in relation to their operations, activities and premises, and that the control measures which they identify are adequately communicated and implemented, and that a written record of these assessments is maintained and the assessments periodically reviewed.
* All Employees have a duty to take care of their own health and safety and that of others who may be affected by your actions at work. Employees must co-operate with employers and co-workers to help everyone meet their legal requirements.

**Knowledge / Skills / Experience required**

* Seasoned professional with significant experience of leading a directorate within a complex and diverse organisation.
* Degree and post graduate qualifications in relevant disciplines, and/or leadership and management qualifications.
* Significant experience of leading diverse and multifaceted teams at a senior level, bringing activities together to achieve an aligned objective.
* Evidence of empowering staff, residents and stakeholders to cultivate an enterprising, modern and agile culture.
* Experience of forging lasting and effective e commercial relationships that extend beyond organisational boundaries, collaborating with and influencing key stakeholders.
* Excellent knowledge of the impact of underlying demographic, social or political drivers for Cumberland, and understanding of the formal/informal politics at the regional and national level and what this means for the Council.
* In-depth understanding of regulations/legislation and best practice associated with the Council’s commercial strategy.
* Ability to foster an innovative and curious mindset that drives an ambitious and inclusive way of working and empower staff to see continuous learning as a positive that drives better solutions and outcomes.
* Excellent commercial acumen and financial management skills.

**Dimensions of role**

* The role will be leading a directorate for Cumberland Council, developing a vision and leading strategy.
* Significant financial oversight as part of the role.
* Planning will be over a multi-year horizon.

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| **Date** | 03/02/25 |

**Our Values**

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| **Cumberland Council** takes a fresh approach to the delivery of inclusive services that are shaped by our residents and communities.  By enabling positive outcomes for health and wellbeing, prosperity and the environment, we will fulfil the potential of our people and our area. | **A yellow and white diagram with icons  Description automatically generated with medium confidence** |