

Job Description

Job Title: Transport Services Project Officer	Service Area and Team: Transport and Mobility	
Grade: C	Post Number and evaluation number: POS004734	Date last updated: July 2026
Reporting to (Line manager of post): Head of Transport & Traffic Management	Responsible for (Inc Staff and budget responsibility): None	

Our Values:

Trust Through Collaborations - We believe collaboration helps us learn, grow, and explore new ideas – giving us the confidence to experiment, be creative, and deliver a real impact. We foster a culture of trust where open, honest conversations are valued and it's safe to challenge.

Rooted in respect - We respect the different cultures, backgrounds, and perspectives represented within London Councils, our partners, and all who live and work across London's boroughs. We create space for every voice to be heard and valued. We call out current, historic, and systemic prejudice, seek out different views, and act with integrity to achieve fairer, more equitable outcomes

Driven by Purpose - We are driven by our individual and collective purpose to make London a better place for everyone who lives in, works in, or visits the city we're proud to call home. Our commitment to making a positive, meaningful, impact across all London boroughs and communities shapes our actions and guides our decisions.

Equality and Diversity - We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work

Health and Safety - Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Political Restriction

In accordance with the Local Government and Housing Act 1989, certain posts are designated as politically restricted where they meet the statutory criteria, based on the duties and responsibilities of the role.

This post is not politically restricted.

Politically restricted posts are subject to statutory limitations on political activity, including restrictions on standing for elected office and engaging in certain political activities.

Overall Purpose of Job:

As a Transport Services Project Officer, you will play a key role in the development co-ordination and delivery of three key programmes across London Councils Transport Service team. These programmes are the London Lorry Control Scheme (LLCS) on-street signs upgrade; the introduction of Automatic Number Plate Recognition (ANPR) camera technology to help enforce the LLCS; and introduction of a new Case Management System (CMS) and new badge for the Health Emergency Badge (HEB) scheme.

Job Summary:

The role will require regular planned and ad-hoc engagement with various external stakeholders and the internal Transport Team.

Key Contacts: London Councils staff; Officers in London boroughs and Transport for London (TfL); National and London-wide bodies in the public, private and voluntary sectors; existing and future third-party contractors; Health Service Providers.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Stakeholder Engagement:

- Facilitate stakeholder engagement with boroughs, TfL, and third-party contractors to discuss and programme the three work streams; represent London Councils in external meetings, contract meetings, and negotiations.
- Cultivate positive relationships and collaborate with stakeholders to develop the desired project outcomes.

2. Project Management:

- Lead on the planning, execution, and monitoring of the three projects outlined in the summary which will aim to improve the efficiency of London Councils delivery of the schemes and services for boroughs.
- Develop project plans, timelines, and budgets, and coordinate project activities with internal teams and external partners.

3. Project Implementation:

- Work closely with team leads and staff to ensure the effective implementation and of the agreed actions.

- Create a project schedule and timeline.
- Provide guidance and officer support in translating project goals into actionable plans.
- Implement and manage changes when necessary to meet project deliverables.

4. Communication:

- Draft clear and concise documents, reports, and communication materials for various stakeholders, including boroughs, contractors, stakeholders, and senior management.
- Communicate project updates to internal and external audiences.
- Present to stakeholders on progress, problems, and solutions.

5. Monitoring and Evaluation:

- Establish metrics and evaluation criteria to assess the impact and effectiveness of project delivery.
- Regularly review and assess any data to make recommendations for project adjustments.

6. Compliance:

- Ensure the three project strands comply with relevant laws, regulations, and local governance procedures.

Any other duties commensurate with the role

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the CV and/or sifting questions, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: Desirable - knowledge of local government structures, processes, and issues.	Sift Questions/Interview and/or Anonymised CVs
EDUCATION/QUALIFICATIONS	Sift Questions/Interview and/or Anonymised CVs

SKILLS AND ABILITIES: • Desirable - proficiency in data analysis is desirable. • Strong analytical and problem solving skills • Excellent written and verbal communication skills, with the ability to effectively communicate complex information to diverse audiences • Project planning, risk management and time management skills • Ability to work collaboratively with diverse stakeholders EXPERIENCE: • Proven experience in stakeholder engagement, public policy, project delivery and working in a public sector environment. • Conflict resolution experience.	Sift Questions/Interview and/or Anonymised CVs
PERSONAL STYLE AND BEHAVIOUR:	Sift Questions/Interview and/or Anonymised CVs
OTHER SPECIAL REQUIREMENTS:	Sift Questions/Interview and/or Anonymised CVs Satisfactory clearance at conditional offer stage

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London Councils Behaviours:

Trusted through Collaboration - How we demonstrate this Value (behaviours):

- We create **trusting relationships** where we value feedback and it's safe to challenge, and we treat sensitive information with respect
- We are transparent, **accountable, and open** in how we work with each other, our members, and our partners
- We **communicate** clearly and openly, ensuring information flows freely across all levels and functions, so everyone feels included and valued
- We **learn, develop, and innovate** through our collaborative approach – sharing our knowledge to deliver better outcomes

Rooted in Respect - How we demonstrate this Value (behaviours):

- We engage respectfully, by **listening** actively and **responding** thoughtfully, recognising the value in others' contributions and feedback
- We embed **equity** and **equality** in our decisions, processes, and daily actions
- We **challenge** bias and remove barriers to fairness and inclusion, recognising that fairness requires addressing unequal starting conditions
- We create a welcoming, **inclusive** environment where everyone feels they belong

Driven by Purpose - How we demonstrate this Value (behaviours):

- We **work together** to maximise our personal and collective impact
- We **listen** carefully to our members, communities and partners, making sure their needs shape our shared goals
- We **adapt** quickly and **learn** continuously to continue delivering meaningful change
- We stay **united** and **focused**, even when priorities shift and challenges emerge