

# Job Profile

Position Details	
Post	Senior Delivery Unit Officer
Service Area	Strategy and Communications, Corporate Delivery Unit
Reports to	Delivery Unit Manager
Grade	
Job Family	To be completed by HR

Role Purpose
<p>Working with the Delivery Unit Manager and other team members, organise, support and deliver a programme of reviews in areas where service outcomes are below expected standards, identifying areas of poor performance, enhancing understanding and jointly developing an action plan for improvement.</p> <p>Consistently work with services to improve their ability to effectively plan for improvement in outcomes, including through application of delivery tools and methods, through knowledge and skills transfer and by providing formal and informal learning opportunities.</p> <p>Support the delivery and monitoring of action and improvement plans to ensure sufficient progress is being made, including through regular reporting to the Chief Executive, Senior Leadership Team (SLT) and Cabinet Members.</p> <p>Provide ad hoc support to the Chief Executive and SLT on delivery issues as required.</p> <p>The post-holder would be a key member of the Delivery Unit, a highly respected and influential team which works closely with the Chief Executive and SLT to support effective delivery and service improvement in key areas across the council through a defined set of delivery tools and techniques.</p>

Main Responsibilities
<p><i>Priority Reviews and Deep Dives</i></p> <ol style="list-style-type: none"> <li>1. Lead or support the development of clear plans for each review and communicate this clearly to stakeholders</li> <li>2. Undertake interviews and group discussions with staff, customers, members, partners, other local authorities and other relevant parties</li> <li>3. Conduct or commission data analysis and conduct secondary analysis of a range of written materials to identify the causes of poor performance</li> <li>4. Working with a wider team, including the relevant service, develop an action plan for improvement</li> </ol> <p><i>Support and Challenge</i></p> <ol style="list-style-type: none"> <li>5. Gather and process information from multiple sources including governance meetings, one-to-one conversations with stakeholders, reports and other documents and distil these into holistic summaries of the state of delivery for areas of focus, reporting regularly to Chief Executive, SLT and Cabinet Members</li> </ol>

6. Provide constructive challenge to service areas on delivery of key priorities, outcomes and objectives
7. Provide general ad hoc support and advice to services on delivery planning, improvement, reporting, analysis, evaluation and other relevant issues

#### *Building skills*

8. Through reviews and ongoing support and challenge to services, plan for and support skills transfer to officers in service areas through informal and formal learning opportunities

#### *General*

9. Organise and facilitate workshops and challenge sessions on priority outcomes
10. Develop and refine the team's processes, tools and methodologies, document these and communicate them effectively across the Council and partners as appropriate
11. Ensure the purpose of the team is clear and that its work is communicated effectively at all levels across the Council and partners as necessary; manage and maintain productive relationships with key stakeholders
12. Take on ad hoc tasks and projects to support the Chief Executive and SLT on delivery issues as required

#### Generic Responsibilities

- Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirement
- Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
- Knowledge and experience of using IT packages including Word, Excel, PowerPoint, and Outlook to a good standard
- To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<b>Skills/Abilities</b> <ul style="list-style-type: none"> <li>• Driven by the identification of problems and finding solutions and demonstrates an understanding of how to improve outcomes through consistent focus on the drivers and removing barriers to improvement</li> <li>• Ability to conduct research and analysis, collate evidence and derive insight to drive service improvement</li> <li>• Strong planning skills, including a demonstrable ability to plan out a programme of work, taking account of interdependencies and conflicting demands</li> <li>• Excellent team working skills and ability to contribute to building a model team</li> <li>• Ability to work across organisational boundaries</li> <li>• Ability to innovate and think creatively about problems</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

<ul style="list-style-type: none"> <li>• Self-motivated, with the ability to motivate others to meet individual and collective goals</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Ability to work collaboratively, develop strong working relationships and challenge robustly where required, including those more senior</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Ability to negotiate effectively, deal sensitively with challenging situations and give clear messages even when they are unwelcome.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Personal and professional demeanour and credibility which commands the confidence of senior officers, members, staff, external partners and other stakeholders.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Commitment to the Council's vision and an ability to model the behaviours explicit in the Council's core values and organisational beliefs.</li> </ul>	Essential
<b>Knowledge/Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of conducting research and analysis and presenting findings to senior audiences</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Experience of working effectively with senior officers and members within a political environment, including when transmitting challenging messages</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Project management experience</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>• Knowledge of quantitative and qualitative research methods and experience of applying these in a service improvement context</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>• Knowledge of business analysis techniques</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>• Knowledge of the main issues impacting Local Government</li> </ul>	Essential
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent professional experience</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Project management qualification</li> </ul>	Desirable

Main Contacts & Other Information
<u>Main Contacts:</u> <ol style="list-style-type: none"> <li>1. Delivery Unit Manager</li> <li>2. Assistant Director of Strategy &amp; Communications</li> <li>3. Senior Leadership Team and Corporate Management Group</li> <li>4. Leader and Cabinet Members</li> <li>5. Key external partners and stakeholders</li> </ol>

Organisational Structure
Please provide organisation structure chart.

## Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
✓				
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	80%	Use of a computer.	Y	60-70%
Audio typing.	N		Crisis or conflict situations.	Y	<5%
Walking more than a mile.	N		Manual handling.	N	
Working alone or in isolation.	Y	25%	Working in confined spaces.	N	
Driving a car, van or minibus.	N		Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	N		Working shifts / unsocial hours, nights.	N	
Outdoor work involving uneven surfaces.	N		Standing or sitting for prolonged periods.	N	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	N		Working at heights / on ladders, roof work.	N	
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	N	
Electrical hazards.	N		Control and restraint.	N	

<b>Resources – identify &amp; list personal and identifiable accountability for physical and financial resources including those of clients:</b>
N/A
<b>Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:</b>
N/A
<b>Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:</b>
N/A
<b>Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:</b>
N/A
<b>Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:</b>
N/A
<b>Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:</b>
N/A