

Job Description

POST TITLE:	Delivery Manager
DIRECTORATE:	Chief Executive's
SERVICE:	Transformation
GRADE:	PO8
LOCATION:	Hybrid working, with 2 days a week in Hackney Town Hall
RESPONSIBLE TO:	Assistant Director Corporate Transformation
RESPONSIBLE FOR:	Up to 6 direct reports, plus indirect reports for programme and project teams

PURPOSE OF THE JOB:

- To lead multi-disciplinary teams - working with senior colleagues and external partners - to provide the direction and expertise to analyse, plan and implement new ways of working to meet resident outcomes in line with the council's strategic plan priorities.
- To take responsibility to ensure delivery of agreed transformation projects and programmes in line with best practice and to ensure realisation of agreed benefits to time and budget.
- To manage staff, budgets, stakeholders and communications to create and embed the right culture and environment for change to be delivered in line with the council's corporate values and behaviours.

MAIN AREAS OF RESPONSIBILITY:

The postholder will have lead responsibility and accountability for the following:-

Programme/ project design and planning

- Work across the council leading multidisciplinary teams to use to identify outcome focussed opportunities for change aligned to the council's priorities.
- Ensure change and service redesign proposals are co-produced with staff and residents and informed by a high quality evidence including staff and resident voice, performance data and insight, process improvement analysis, establishment and budget information and best practice.
- Where possible test and evaluate through pilots and prototypes to enable learning and improvement and manage risk.
- Produce robust business cases for change that define the expected impact on resident outcomes, workforce experience and budgets.
- Ensure that business cases for change are informed by an understanding of all the boroughs residents needs and promote access and inclusion for all addressing structural barriers to service access.

Programme / Project management

- To lead multi-disciplinary project teams to successfully implement outcome focussed solutions for change and manage challenges and uncertainty.
- Maintain comprehensive programme plans, including timelines, risk and budget and provide status updates to the SRO and stakeholders within the agreed corporate framework .
- Identify and manage programme risks and issues, implementing mitigation strategies to ensure realisation of agreed benefits to time and budget .
- Manage programme change requests and scope adjustments to minimise disruption and maintain programme alignment with strategic goals.
- Manage programme budgets, ensuring cost-effectiveness and resource optimisation.

Stakeholder management

- Establish and maintain strong relationships with internal and external stakeholders to address concerns, resolve issues, and ensure their satisfaction with outcomes.
- Ensure an effective communications and engagement plan is in place to engage residents, staff, senior officers, members, partners and trade unions.

- Coordinate to ensure services across the council are aligned to and deliver the support requirements of transformation projects and programmes.

Team Leadership and Partnership Working

- Line manage up to 4 staff ensuring clear objectives are in place, colleagues are supported to develop their skills and under performance is addressed effectively.
- Lead and mentor project managers, project officers, and project teams.
- Foster a high performance team environment that values innovation, inclusivity, delivery, peer learning and empathy.

OTHER DUTIES AND RESPONSIBILITIES:

- To undertake additional or other duties as may be appropriate to achieve the objectives of the post and as directed by the Line Manager.
- To achieve agreed service area outcomes and personal appraisal targets, as determined by the line manager.
- Ensure compliance with Council policies, standing orders, financial regulations and other requirements
- To deputise for the Assistant Director of Transformation as required

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

EDUCATION, TRAINING AND QUALIFICATIONS

- Qualification in a recognised programme / project management methodology such as PRINCE2, Agile PM, PMP, MSP, or significant experience in these areas.

EXPERIENCE

- Proven experience using innovative methodologies to develop and define user centred transformation and service improvement in a public sector context.
- Experience of successfully leading cross organisational working to deliver organisational priorities.
- Experience of working with residents, community groups, business, staff and other stakeholders to co-produce development and implementation of change.
- Proven experience as a Delivery or Programme Manager, with a track record of successfully managing and delivering complex programmes in a local government environment.
- A track record in relationship management and negotiation and influence with internal and stakeholders to achieve positive outcomes.
- Experience managing budgets and producing financial analysis and business cases for change.
- Experience of presenting complex material to a diverse range of audiences - including residents, staff, senior managers, councillors and partners.
- Experience working in a political environment with a high degree of political awareness.
- Experience of developing and delivering services to diverse communities
- Experience of successfully managing, leading and developing diverse teams to deliver outstanding results.

KNOWLEDGE & SKILLS

- Knowledge of the challenges and opportunities facing local government and Hackney and of sector best practice in innovation and service design.
- Programme and project management methodologies and the practical application of these in the public sector to ensure delivery.

- Ability to work under pressure to manage a range of complex tasks simultaneously, effectively prioritising and delivering to a high quality and to time with a high level of personal integrity and resilience.
- Establish credibility, trust and influence with key stakeholders and decision makers to support delivery and work effectively in a political environment
- Motivate and empower staff to build effective teams with a culture of trust, learning and delivery and to address poor performance where needed.
- Exceptional problem-solving and analytical abilities and highly competent in the use of relevant IT and information management systems.
- Sound business case development and approvals skills.
- Ability to provide strategic leadership and management, communicating the organisational vision and motivating others.
- A high degree of cultural awareness and competence to enable effective collaboration and co-production with, and service delivery to, diverse communities.

ADDITIONAL REQUIREMENTS

- Committed to ongoing personal and role development.
- It will be an advantage to demonstrate expertise in one of the following disciplines:
 - Systems thinking and analysis - Lean/Six Sigma etc
 - User centred service design
 - Digital and technology implementation
 - Staffing redesign and implementation
 - Prevention and demand management in statutory services
 - Asset Transformation

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