

## Job Description

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

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**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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