

Job Description

Job Title	Improvement Delivery Manager
Directorate	Neighbourhoods and Housing
Service Area	Sustainable Transport, Highways and Parking
Grade	12
Competency Level	2
Salary	£68,419 - £75,869
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9731

Job Purpose

Providing senior leadership and strategic oversight for the Improvement Delivery Team to ensure that day-to-day activities are progressed in a timely and efficient manner.

To lead in driving forward the capital programme and range of projects in the Sustainable Transport, Highways and Parking Services through effective management of the Improvement Delivery Team ensuring project governance is adhered to and all necessary project controls are produced and managed.



Directly Responsible For:

Principal Improvement Delivery Officer

Directly Responsible To:

Head of Commissioning and Project Delivery

Main Areas of Responsibility:

- Provide strategic direction for the Improvement Delivery Team to ensure effective management of a wide range of complex projects and programmes
- Personally lead on the development of improvement delivery strategies and policies to be adhered to across the Sustainable Transport, Highways and Parking Services
- Lead and challenge all Heads of Service over highly complex and contentious issues that might require changes in wider service delivery / strategies to match improvement delivery goals
- Working to and interpreting Sustainable Transport, Highways and Parking Services policies and wider Neighbourhoods and Housing strategies, find solutions to problems and challenges that might impact negatively on service finances, resources and strategy if left unresolved
- Collaborate with department Heads of Service and project teams to develop and maintain a comprehensive plan of all projects and programmes to ensure reporting and assurance processes are adhered to
- Develop and maintain the governance regime for projects and programmes including:
 - Library of documents templates
 - Gateway schedule and the conditions for each gateway
 - Project dashboards
 - Reporting cycles

- Finance monitoring
- Maintain oversight of all the Sustainable Transport, Highways and Parking projects to ensure forecasts are accurate and affordable and resources are available and allocated as necessary
- Have oversight of multiple programmes of within the Sustainable Transport, Highways and Parking and ensure that complex workloads with conflicting priorities are properly planned and managed
- Provide programme wide intelligence, understanding the relationship between the programme objectives and the wider strategic organisational context
- Proactively identify, escalate, and address delivery concerns, urgent resource gaps and facilitate the delivery of urgent outputs
- Working collaboratively with the council's intelligence and performance functions, take overall responsibility for ensuring that the performance and management of the various programmes of work, support the Transport, Highways and Parking performance management regime
- Ensure interdependencies between projects are mapped and communicated to key internal and external stakeholders to ensure a joined up, programme wide approach
- Work with project teams to develop and present Business Cases and Project Initiation Documents for new projects. Ensure that the IDT develop and maintain an effective project document library
- Work with theme leads to ensure that delivery of projects are adequately resourced and ensure programme success
- Ensure the programme follows appropriate project management and change management processes, tools and techniques to facilitate buy in and culture change, tailoring methodologies to unique situations as required
- Manage routine monitoring of programme performance and ensure strategic and operational risks and issues are identified, prioritised, assessed, and appropriate mitigating actions developed, implemented and monitored throughout the life of the programme, escalating within existing governance frameworks as necessary

- Report programme performance to senior stakeholders and be the point of contact for internal and external stakeholders on Programme Plan performance
- Monitor the agreed benefits of the projects are realised within time and budget (financial and non-financial)
- Monitor project spend against forecast for all projects and highlight any potential issues
- Produce briefings, reports, presentations and documentation for the various boards, committees, operational and theme groups that the programmes report in to
- Harness innovation, continuous improvement, and collaboration approaches, to embed both new and revised business process, governance and methodology into the sustainable transport, highways and parking service areas which will support strategic planning and continuous improvement
- Support the Sustainable Transport, Highways and Parking Leadership Team to also identify opportunities for service improvement, by conducting analyses and advising how the implementation changes may help to improve efficiency and effectiveness
- Work with the council's communications team to ensure progress of the programmes are communicated to a diverse range of internal and external stakeholders and that staff are encouraged to engage with projects and programme
- Support effective governance and decision-making by providing accurate and up-to-date information that fulfils management and performance reporting arrangements
- Monitor the delivery performance of the department across corporate plan objectives, business plan targets and contractual commitments (made to both internal and external funders) of our Sustainable Transport, Highways and Parking delivery programme in a structured and planned way
- Pursue continuous improvement, contributing to the achievement of programme objectives and acting flexibly to implement improved processes

- Engage with assurance reviews and support action on recommendations
- Work flexibly in a likely changing environment being aware of political sensitivities
- Liaise with Sustainable Transport, Highways and Parking Leadership Team, Elected Members and council colleagues and other stakeholders at all levels
- Provide support, guidance and coaching for the Improvement Delivery Team, showing a commitment to personal development and promoting effective individual and team performance

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- Manage the Improvement Delivery Team recommending the addition of specialist resource where necessary, to enable the successful delivery of the various projects and programmes

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role will involve prolonged periods of desk working due to the nature of the position

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills



required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree in Business Administration or related field (A/I)
- Programme management qualification and / or evidence of practical use of programme management tools and techniques (A/I)

Desirable

- Masters level qualification

Experience

Essential

- Comprehensive experience of managing a complex range of projects and programmes in a political environment and / or environments with diverse situations and issues (A/I)
- Demonstrable evidence of having had strategic oversight of multiple complex projects at the same time (A/I)
- Extensive experience of stakeholder engagement and management and an ability to work effectively across different disciplines in order to facilitate successful programme delivery (A/I)
- Experience of setting objectives, planning and managing the use of time and resources to deliver complex projects within tight deadlines and budgets (A/I)



- Experience of using management information for both performance management and reporting to improve performance (A/I)
- Experience of mapping interdependencies between several highly complex projects to ensure a joined-up approach (A/I)
- Experience of continuous improvement approaches, methods and tools and utilising these to achieve operational improvements (A/I)

Desirable

- A track record of delivering complex, high risk and high value projects
- Several years' experience of working within a policy or corporate governance setting
- Experience of using financial information, managing budgets effectively and ensuring financial propriety
- Experience of undertaking research, analysing options, producing business cases and managing risks
- Experience of using LEAN, Six Sigma or similar process, improvement methods
- An understanding of the Sustainable Transport, Highways and Parking Sector, especially within the local authority environment

Skills/Abilities

Essential

- Excellent oral, written and presentation skills demonstrated in a complex political environment, including the ability to clearly summarise or synthesise complex or lengthy documentation and work closely with senior managers to prepare reports and briefings for committees, boards and other key strategic groups (A/I)

- Strategic planning and analytical skills, including the use of data in the development of evidence-based policies and strategies and the ability to think creatively to solve problems (A/I)
- Ability to establish and maintain professional relations with senior leaders, colleagues at all levels, partners, voluntary organisations, businesses, Elected Members and the community (A/I)

Desirable

- Excellent negotiation, influencing and conflict resolution skills demonstrated in a demanding environment
- Ability to prioritise workloads to meet deadlines including the ability to react quickly and decisively to changing work priorities or deadlines
- Good IT literacy and skills covering all standard desktop products (email, word processing, spread sheets, databases, virtual meetings / file management and presentational software)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council