

Job Description

Job Title	Improvement Delivery Coordinator
Directorate	Neighbourhoods and Housing
Service Area	Sustainable Transport, Highways and Parking
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9730

Job Purpose

To coordinate all aspects of the project processes, the plan, budget, RAID logs and regular reporting. Ensure the project framework is well-organised and runs smoothly. Effectively provide the improvement delivery function for the Sustainable Transport, Highway and Parking projects.

Directly Responsible For:

Not applicable



Directly Responsible To:

Principal Improvement Delivery Officer

Main Areas of Responsibility:

- Monitoring project progress and creating project status reports for the Senior Leadership Team and relevant stakeholders
- Assisting with resource management, specifically identifying resource conflicts or non-availability
- Scheduling project meetings and facilitating communication between the Improvement Delivery Manager and Principal Improvement Delivery Officer, senior management, stakeholders other interested parties throughout the project life cycle
- Managing all project documentation and responding to incoming requests for information about projects
- Regularly reviewing project plans, risk registers, issue logs and other project documentation as necessary
- Support team members in the production of project documentation.
- Ensure project governance regimes are followed at all times
- Assist the Improvement Delivery Officer in harnessing innovation, continuous improvement and collaboration approaches
- Take the lead on smaller projects (1 to 3 months in length) from initiation through to completion of the project
- Ownership of tasks that require levels of creativity to develop new solutions and in depth analysis of problems using analytical tools and gathering data from stakeholders to provide high quality reports for senior management
- Responsibility for processing payments or similar relating to significant and ongoing project expenditure

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

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

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 1.

[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

- Educated to A level standard (A)
- Project Management qualification, or evidence of practical use of project management tools and techniques (A/I)

Desirable

- Experience of working within a public sector environment
- Experience of working within a highways environment

Experience

Essential

- Experience of working with an improvement delivery environment (A/I)
- Experience of effectively managing risk and issue logs and escalating as appropriate (A/I)
- Knowledge of working with stakeholders and an ability to work effectively across different disciplines in order to facilitate successful programme delivery (A/I)
- Experience of planning and supporting projects and resources (A/I)
- Experience of using management information for both performance management and reporting to improve performance (A/I)



- Experience of working with project interdependencies to ensure a joined-up approach (A/I)

Desirable

- An understanding of project management principles

Skills/Abilities

Essential

- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with staff, managers, and members of the public (A/I)
- Good organisational skills – ability to manage own workload / work accurately to meet deadlines (A/I)
- Able to adopt a flexible approach and to work as an effective team member (A/I)
- Excellent ICT skills, able to use Microsoft Office packages, systems, and databases (A/I)
- Good time management (A/I)

Desirable

- Ability to prioritise workloads to meet deadlines including the ability to react quickly and decisively to changing work priorities or deadlines

Commitment

Essential

- Strong commitment to equality and diversity, staff development and continuous improvement (I)

Desirable

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

