

## Job Description

<b>Job Title</b>	Modernisation Manager
<b>Directorate</b>	Neighbourhoods & Housing
<b>Service Area</b>	Neighbourhoods & Housing Services
<b>Grade</b>	12
<b>Competency Level</b>	3
<b>Salary</b>	£68,419 – £75,869
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	A9026

## Job Purpose

To support the Neighbourhoods and Housing Service Transformation in the development, direction, and support of the services across the Directorate.

This will include business planning, progress and performance monitoring, financial management/budgetary control and service transformation and improvement projects.

To ensure the delivery of the Directorate Business Plan and the City Plan objectives.



## **Directly Responsible For:**

Neighbourhoods and Housing Modernisation Officer

## **Directly Responsible To:**

Head of Directorate Office

## **Main Areas of Responsibility:**

- To support the Head of the Directorate Office to modernise services across the Directorate. The role will support and deliver modernisation across all services within the Directorate including but not limited to Environment, Communities, Libraries, Culture and Housing
- To lead on strategic case management, corporate reporting, programme and project management and planning, assessment of risks and opportunities, business case and option appraisal development, workforce reviews and service redesign
- Responsible for the management of the budget saving initiatives, and the development of future income generation and cost savings through the continued modernisation of the services
- To establish and ensure the continuous monitoring of robust performance frameworks which underpin the operational and strategic function of the individual services within Neighbourhoods and Housing services and align to the corporate/strategic approach
- The ongoing monitoring and management of focussed service areas budget options and savings targets including those aligned to the MTFP and the successful delivery of projects
- Research, identify and present opportunities for individual services to bid for funding (e.g., grant applications) through national organisations to help develop the initiatives and continued modernisation of the service

- Lead on the construction, development, and submission of bid applications for service and the continued monitoring and implementation of any successful project or programmes
- To be the service area lead on internal strategic groups – policy, finance, risk management, health and safety, property, assets, regeneration, procurement and commissioning, business planning and HR
- To act as a specialist advisor to the Corporate Director/DMT on a range of specialist subject areas including (but not limited to) service transformation, service redesign, localism, service review and community engagement
- To research information and analyse data to inform the provision of national and regional intelligence and information on areas of good practice
- To lead on community consultation in relation to changes in service delivery
- The effective communication/interaction with external partners, agencies and key stakeholders e.g., Senior managers, officers, elected members, Community Groups, Voluntary Sector etc
- To ensure work undertaken is responsive to the needs of the organisation and its customers

## **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

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing your own 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 post involves sitting at a desk and using a computer screen for a prolonged period of time

## **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 the following competency level: **Level 3**.

[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, formal qualification or relevant experience in a relevant discipline or a recognised project/programme management qualification and/or a track record of successful application of such management systems to real projects (A/I)

### Desirable

- Experience of developing and managing change initiatives across large local authorities
- Evidence of savings identification and realisation across operational sites and services.
- continuing professional development in relevant areas of expertise
- Management qualification/formal management training

## Experience

### Essential

- A track record of working in successful partnerships with a wide range of internal and external bodies, including governmental and non-governmental organisations, the private and voluntary sectors, NGB's or health services to deliver successful project outcomes (A)



- Comprehensive experience of managing a complex range of projects and programmes in a political environment and / or environments with diverse situations and issues (A)
- Demonstrable evidence of having had strategic oversight of multiple complex projects at the same time (I)
- Extensive experience of stakeholder engagement and management and an ability to work effectively across different disciplines in order to facilitate successful programme delivery (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)
- Experience of mapping interdependencies between several highly complex projects to ensure a joined-up approach (A)
- Experience of continuous improvement approaches, methods and tools and utilising these to achieve operational improvements (I)

## Desirable

- Experience and a proven track record in programme management to deliver economic outcomes and priorities
- Experience of managing business change processes, including the identification and specification of systems required to underpin performance management
- Successful strategic and operational budget management, including evaluating competing priorities within tight financial limits and managing the relationship with external partners

## Skills/Abilities

### Essential

- Excellent written and verbal communication skills including the ability to clearly summarise or synthesise complex or lengthy documentation (A/I)
- Ability to set objectives, plan and manage the use of time and resources and deliver programmes and projects within tight deadlines and budgets (A/I)
- Excellent negotiation, influencing and conflict resolution skills demonstrated in a demanding partnership environment (I)

### Desirable

- Excellent presentational skills demonstrated in a complex political environment
- Ability to establish and maintain positive relations with Government, public agency, professional and other organisations, businesses, Elected Members, staff and the community
- Can challenge project proposals and business cases to ensure they build on lessons learned from relevant internal and external experience
- Ability to understand financial appraisals and legal documentation relating to development projects
- Earns a reputation for being a source of expertise and utilises this to assist partners and stakeholders
- Proactively builds networks and partnerships and connects people around business challenges and key projects
- Ability to operate successfully within the political environment and work closely with elected Councillors



## Commitment

### Essential

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

### Desirable

- Strong commitment to equality of opportunity, staff development and continuous improvement
- Strong commitment to building a customer focussed service

## Other

### Desirable

- Flexibility regarding evening work and weekend work, which may be required