

Job Description

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| Job Title | Improvement Delivery Officer |
| Directorate | Neighbourhoods and Housing |
| Service Area | Sustainable Transport, Highways and Parking |
| Grade | 8 |
| Competency Level | 2 |
| Salary | £44,711 - £49,764 |
| Job Type | Hybrid |
| Location | Liverpool Citywide |
| Disclosure and barring service (DBS) | Not Applicable |
| Job Evaluation Ref No | |

Job Purpose

To assist in managing and operating the Sustainable Transport, Highways and Parking Improvement Delivery Team through effectively working with the range of projects and improvement initiatives identified as necessary to deliver the departmental objectives as detailed in the business plan and other corporate documents.

Directly Responsible For:

Not applicable

Directly Responsible To:

Principal Improvement Delivery Officer

Main Areas of Responsibility:

- Understanding the objectives and scope of the projects and programmes within Transport, Highways and Parking, working with the teams to develop PIDs and Business Plans
- Support the successful management of projects allocated to you by means of a robust plan that sets out key milestones, timescales, dependencies etc.
- Creating, organising and managing multiple projects in tandem with varying objectives, timescales and pressures, both controllable and uncontrollable
- Effectively communicating with stakeholders, managers and staff across all levels of the company, council and external organisations, using a wide range of media and channels
- Providing regular reports on progress for review at project board meetings, alerting the Principal Improvement Delivery Officer to any issues
- Monitor budgets and report regularly on project spend
- The day-to day management of the governance regime, including scheduling gateway reviews, ensuring document packs are issued in advance of the meeting, reviewing RAID logs in preparation for reporting to the Gateway Board
- All aspects of quality management associated with the projects, ensuring outcomes are in line with scope and expectations
- To take responsibility and ownership for the full cost and financial monitoring and reporting of projects allocated to you and to highlight particularly where forecasts are outside the budget parameters

- Escalate any delays or financial concerns to the Principal Improvement Delivery Officer in a timely manner
- Develop contract briefs for projects, ensuring legal, procurement, Council Standing Orders and relevant Council authorities are in place when required
- Ensuring all Programmes and Projects operate within the constraints of legislation
- To work with the communications team to develop appropriate PR and messaging in support of projects when required
- To prepare and present reports to Committees and other internal / external groups on related activity
- To represent the Sustainable, Transport, Highways and Parking on corporate working groups and at external partnership meetings, including deputising for the Principal Improvement Delivery Officer when required
- Support the Principal Improvement Delivery Officer in harnessing innovation, continuous improvement and collaboration approaches
- Contribute to sustainable development in all duties undertaken
- Observe the City Council's Health and Safety Policy ensuring that the working environment and practices are free from any undue hazards and dangers
- Ensuring all corporate policy statements are observed and carried out so that the working environment is free from harassment, discrimination and victimisation
- Identify personal development and continuous professional development opportunities to ensure the achievement of the targets in line with the Departments business and service aims and objectives

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for the effective management and control of delegated capital and revenue budgets in the delivery of the Council's strategic objectives and policies
- Complying with all statutory requirements, Standing Orders and Financial Regulations of the City Council, and being responsible for making sure that all those you manage also comply with such requirements
- Maintaining a close control of their delegated revenue and capital budgets, stewardship of assets and reporting any financial risks
- Maintaining up to date financial records on the Corporate Finance System
- Have regard for and use of relevant performance and financial benchmarking data as part of business planning to identify opportunities for improved value for money
- Bringing to the timely attention of the relevant line manager any material issues that might impact on the financial performance or financial management arrangements of the Council

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
- 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 level experience (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 managing multiple projects in a political environment and / or environments with diverse situations and issues (A/I)
- Knowledge 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 (A/I)
- Experience of mapping interdependencies between several highly complex projects to ensure a joined-up approach (A/I)

Desirable

- A track record of delivering complex, high risk and high value projects
- Several years' experience of working within a project and / or improvement delivery setting
- Experience of using financial information, managing budgets effectively and ensuring financial propriety
- An understanding of the Transport and Highways sector, especially within the local authority environment

Skills/Abilities

Essential

- Excellent oral, written and presentation skills (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)
- Good IT literacy and skills covering all standard desktop products (email, word processing, spread sheets, databases, virtual meetings / file management and presentational software (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

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)
- Strong commitment to equality and diversity, staff development and continuous improvement (I)