

Job Description

Job Title	Modernisation Officer
Directorate	Neighbourhoods & Housing
Service Area	Neighbourhoods & Housing Services
Grade	10
Competency Level	2
Salary	£54,916 – £60,640
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9954

Job Purpose

To support the Neighbourhoods and Housing Head of Directorate Office and the Modernisation Manager in the successful delivery of modernisation and change projects across the Neighbourhoods and Housing Directorate.

Directly Responsible For:

Not applicable



Directly Responsible To:

Modernisation Manager

Main Areas of Responsibility:

- To support the delivery of transformational change at pace within each of the services across the Directorate as directed by service needs
- To monitor and reporting on areas of service performance, efficiency and savings noting and monitoring both benefits realised, and improvement opportunities
- Ensure the service modernisation projects and associated budget initiatives, are delivered to the required quality and within the specified timeframe and financial savings
- Provide regular reports and assurance to the relevant Neighbourhoods and Housing Director
- Responsible for the management of the service budget saving initiatives, and the development of future income generation and cost savings through the continued modernisation of the service
- Research, identify and present opportunities for 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 the directorate and the continued monitoring and implementation of any successful project or programmes
- Develop relationships with key stakeholders working across the services, the wider organisation, members, residents, and external organisations.
- Development of new, improved business processes for the Council, through the continuous review completion of business processes
- To allocate work and give work instructions to colleagues who support the modernisation projects

To provide key lean management and modernisation guidance to support the development of neighbourhoods and housing policies

- Be responsible for supporting decarbonisation plans of the Neighbourhoods and Housing estate, including any new build development
- develop strong internal / external working relationships with other services in the Council, relevant external agencies & partners
- To assist with the coordination, writing of and preparation of high-level reports to Cabinet and various Committees of the Council
- Maintain awareness of Corporate and Directorate Strategies and objectives

Supervision and Management Responsibility:

- Not applicable

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 post will involve sitting at a desk and using a computer screen for prolonged periods 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 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

- Educated to degree level or equivalent extensive experience or significant programme or project management delivery experience (A)

Desirable

- NCFE Level 2 certification in LEAN Organisation management techniques
- Evidence of continuous professional development related to one or more aspects of leisure related management and or business development, which reflects commitment to effective management in a large organisation

Experience

Essential

- Extensive experience in business planning, service transformation and or development (A/I)
- Significant experience of writing business cases, service delivery plans, performance reports and cabinet / committee reports (A/I)
- Evidence of success of working autonomously to deliver complex change within budget constraints (A/I)
- Success in establishing a performance culture, including target setting, monitoring and review (A/I)



Desirable

- A proven track record of supporting successful service delivery services
- Understanding of Local Government finance, and proven experience of managing substantial budgets
- Evidence of working with partners, government agencies and other key stakeholders

Skills/Abilities

Essential

- Strong interpersonal and communication skills (A/I)
- Excellent communication skills, including the ability to articulate and disseminate a vision; to present clear, accurate and concise reports to a wide range of audiences reflecting political sensitivities where appropriate (A/I)
- Ability to demonstrate an understanding of the issues and challenges facing local government in particular Local Government Reform (A/I)

Desirable

- Experience of working with strong accountability systems, either through elected boards, strategic boards, shareholders, or political governance systems
- An understanding of the legislative and policy framework relating to the relevant service areas and remain up to date with current and emerging trends
- Good judgment and the ability to anticipate and plan for future developments and options
- Strong commercial skills with a clear understanding of social value

- Strong analytical skills and project management skills, and the ability to use data and information intelligently

Commitment

Essential

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

Desirable

- Strong commitment to building a customer focussed service

Other

Desirable

- Flexibility regarding evening work and weekend work, which may be required
- The highest personal integrity, supportive to colleagues with a drive to deliver corporately on the City Council's aims and priorities