

Job Description

Job Title	Principal Improvement Delivery Officer
Directorate	Neighbourhoods and Housings
Service Area	Sustainable Transport, Highways and Parking
Grade	9
Competency Level	2
Salary	£49,764 - £54,916
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9729

Job Purpose

To assist in driving forward the Sustainable Transport, Highways and Parking suite of projects by ensuring effective management of projects and improvement initiatives, aligning activities with the appropriate governance regime to provide for on time delivery within budget.

Directly Responsible For:

Improvement Delivery Coordinator



Directly Responsible To:

Improvement Delivery Manager

Main Areas of Responsibility:

- Understanding the objectives and scope of the Capital Programme and the Projects within each, managing expectations to ensure these are translated into achievable and realistic outcomes and benefits
- Working with the Project Managers within the Sustainable, Transport Highways and Parking to ensure successful implementation of the projects by means of a robust plan that sets out key milestones, timescales, dependencies etc.
- Coordinating and monitoring multiple programmes and projects in tandem with varying objectives, timescales and pressures, both controllable and uncontrollable
- Effectively communicating project progress with stakeholders, managers, and staff across all levels of the company, council and external organisations, using a wide range of media and channels
- In association with project managers and the Communications Team, develop a robust communication's plan to inform all impacted parties effectively and in a timely manner
- Monitoring progress and addressing / managing elements that may present specific issues or additional risk
- Managing all budgetary aspects, whilst ensuring all expenditure is undertaken with probity and within the company's 'Financial Standing Orders guidelines
- Develop risk registers for each project ensuring mitigations are identified and recorded. Regularly review risks with project managers and update / amend as necessary
- Undertake the day-to day management of the Improvement Delivery Coordinator including identification of skills requirements, provision and

delivery of training, planning and supervision of work, risk management, health and safety and safe systems of work

- Be responsible for all aspects of quality management associated with the Programme and Projects, ensuring outcomes are in line with scope and expectations
- To take responsibility and ownership for the full cost and financial management, monitoring and reporting of individual projects and programmes particularly where forecasts are outside the budget parameters
- Escalate any delays or financial concerns to the Improvement Delivery Manager in a timely manner
- To support the Improvement Delivery Manager in reviewing and phasing the implementation of Programmes and keeping senior management informed of variances to the programme
- 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
- Ensure that the work of the team is planned, developed and co-ordinated to contribute fully towards the achievement of the City Council's Aims and Objectives
- To prepare and present reports to Committees and other internal / external groups on related activity
- Support the Improvement Delivery Manager in harnessing innovation, continuous improvement and collaboration approaches
- Assist the Improvement Delivery Manager to monitor the delivery performance of the department across corporate plan objectives, business plan targets and contractual commitments
- To represent the Service on corporate working groups and at external partnership meetings, including deputising for the Improvement Delivery Manager when required

- Contribute to sustainable development in all duties undertaken
- Observe the City Council's Health and Safety Policy and 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:

- 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 resources, bringing in specialists where necessary, to enable the successful delivery of the Capital Programme

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
- 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 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 highway's environment

Experience

Essential

- Experience of managing complex capital projects and programmes in a political environment and / or environments with diverse situations and issues (A/I)
- Experience of working in an improvement delivery function or of setting up project governance regimes (A/I)
- Demonstrable evidence of having had strategic oversight of multiple complex projects at once (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 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)

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 continuous improvement approaches, methods and tools and utilising these to achieve operational improvement
- An understanding of the Transport and Highways sector, especially within the local authority environment

Skills/Abilities

- 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

- 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