

# Job Description and Person Specification

## Principal Business & Programme Delivery Officer

A Lambeth to be proud of



**Job Title: Principal Business & Programme Delivery Officer**

**Department: Climate and Inclusive Growth**

**Grade: PO5**

**Reports to: Planning and Development Delivery Manager**

## **Job Purpose**

To input into the systems and technical aspects of the Digital Building Control Alpha project work as instructed.

To provide comprehensive business support to address the requirements and responsibilities of the Directorate with regards to service development, performance management, monitoring and reporting, business planning, equalities and diversity, procurement, income generation and budget management.

To lead on the research, capture and analysis of relevant externally sourced and bespoke information to support service development and delivery.

To support colleagues across the service in the preparation of budgets, the preparation and submission of bids for external funding, and development of proposals to increase income / inward investment. To be responsible for the provision of working papers and associated monitoring documents.

To maintain a good knowledge of the relevant functions, operations, programmes, priorities and issues of the Directorate, other council services, and key external partners, and maintain effective working relationships with internal and external stakeholders.

## **Responsibilities**

1. To maintain an up to date, in depth, understanding of local, regional and national policy and strategy developments, and best practice, and to identify policy and partnership developments and new social, economic and cultural trends that will need to inform the planning service and building control service.
2. To maintain an up to date, in depth, understanding of the relevant functions, operations, programmes, priorities and issues of the Council, key external public and private sector partners.
3. To undertake special assignments and complex research and information projects in a diverse range of disciplines (largely related to Building Control and the Planning Service), including evaluation and analysis of policy, legislative, service, social and economic developments and trends, involving liaison with other Council services, local authorities, regional and central government bodies, and outside agencies as necessary.

4. To produce complex briefing information and advice at a strategic level, and to make verbal and written representations to the senior managers, councillors, and external organisations as required.
5. To work on key projects both existing and emerging as they arise, including key high profile digital projects as directed. To identify additional funding where appropriate. To scope, commission and manage the work and budgets for service development projects, ensuring compliance with project and programme management best practice.
6. To take a leading role in the design and implementation of organisational development initiatives, including service redesign and restructuring, and cultural transformation.
7. To exercise a high degree of discretion, sensitivity and advocacy, and strict confidentiality where required, in dealing with all internal and external stakeholders, combined with a particular awareness of political sensitivities.
8. To provide advice and guidance on procurement policy and procedures and support the planning and implementation of procurement exercises.
9. To provide support to colleagues in the preparation and submission of bids for external funding or income generation.
10. To oversee the approach to equalities and diversity, promoting and ensuring full compliance with equalities and diversity requirements (including the preparation of Equalities Impact Assessments).
11. To provide service-focused business and financial management support for the business units within the service, working with finance colleagues and service managers on: budget preparation (including growth and savings proposals); preparing key income and expenditure forecasts; monthly budget monitoring reporting; and quarterly and annual closedown of accounts.
12. To draft and prepare monthly working papers providing forecasting, profiles and trend analysis of income and activity. To lead at monthly forecast meetings where required with senior officers providing clear information around current and expected income and expenditure. To update forecasting information as appropriate.
13. To manage direct reports in assisting the programme management function for Planning Performance Agreements, including preparing finance and time analysis documents, chasing time sheeting with project managers, following up specific requirements arising from agreements in relation to provision of updates, period reviews and chasing up debtors arising from invoicing. To ensure direct reports work in a matrix-style communicating clearly with the wider team around issues arising from the assistant programme management tasks.
14. To manage the development of performance indicators / measures and appropriate monitoring arrangements. Assist in monitoring and evaluating objectives and outcomes.
15. To provide effective management to engaged suppliers on the digital building control project and where needed junior officers in the team in a matrix working environment, providing coaching, training and development opportunities.
16. To have good knowledge of digital project methodologies and skills in the creation, extraction and analysis of data sets, using processes such as SQL and Power BI.
17. To support the management of risks and issues across service areas. To identify and maintain an awareness of the risks to business units and the Council, creating and updating appropriate records and taking necessary action to minimise risks.
18. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary and cross-organisational groups and task teams, such as those related to the wider Operations and Innovation team's remit as instructed.

19. The post holder will need to work flexibly and undertake other duties of a systems nature, such as working on the Digital Building Control workstream.
20. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

## **Dimensions**

### **Other**

- The postholder should be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.
- The job holder's decision making authority is determined by Council policy and procedures.
- The postholder may be required to lead staff and consultants commissioned in relation to specific projects, appropriate to the level of the grade.

## **PERSON SPECIFICATION**

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Key Knowledge</b>	K1	Detailed & demonstrable knowledge of relevant local, regional and central Government functions, structures, processes and issues.	✓A
	K2	Demonstrable knowledge of relevant tools, techniques, applications and issues of project management, performance information, data and analysis in relation to the improvement of service delivery.	✓A
	K3	Understanding of the challenges and complexities of Planning and Building Control services (including High Risk Buildings and the Building Safety), and major regeneration programmes along with knowledge of income streams and funding related to built environment type services.	✓A

	K4	Detailed understanding of different types of project management approaches and methodologies (e.g. Agile, Waterfall etc)	
	K5	Solid knowledge and experience of financial and budgetary management in public/private sectors. Solid understanding of discretionary and statutory income legislation, demonstrable experience in forecasting and managing budgets.	✓A
	K6	Knowledge of procedures, best practice, and legal requirements relating to budget management, organisational development, equalities and diversity, and procurement.	
	K7	Understanding of GIS and other planning related databases / experience in working with database software to find ways to store, organize and manage data.	
<b>Relevant Experience</b>	E1	Able to demonstrate a track record of, and a genuine enthusiasm for, service development, research and analysis, performance review, and improving business processes and delivery.	✓A
	E2	Experience of working on projects that form part of a wider programme of change.	
	E3	Experience of promoting and integrating business planning to improve performance management and service delivery.	
	E4	Experience of researching, collating and analysing information from a wide variety of technical and non-technical sources, and of preparing and presenting high quality reports, briefing notes and complex data.	✓A
	E5	Experience of work at a high level of advocacy and sensitivity in dealing with contentious information, combined with a particular awareness of political sensitivities.	
	E6	Experience of supporting budget preparation (including growth and savings proposals) and monitoring.	
	E7	Experience of managing, coaching and developing a team	
<b>Qualification</b>	Q1	A relevant degree, professional qualification or equivalent experience.	✓A

<b>Core Values and Behaviours</b>		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> </ul>	
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		<ul style="list-style-type: none"> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<b>Kindness</b> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<b>Accountability</b> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.</li> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> </ul>	

		<ul style="list-style-type: none"> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	