

Job Description and Person Specification

Senior Business & Programme Delivery Officer

A Lambeth to be proud of



Job Title: Senior Business & Programme Delivery Officer

Department: Growth and Environment

Grade: PO4

Reports to: Planning & Development Delivery Manager

Responsible for: 1 Apprentice

Job Purpose

To provide comprehensive business, financial and programme support to address the requirements and responsibilities of both the Operations & Innovation service and the Planning and Sustainability (P&S) division. This includes supporting service development, performance management, monitoring and reporting, procurement, income generation, debt monitoring, budget forecasting and financial management.

The postholder will be expected to both support and at times lead on the research, capture, analysis and reporting of relevant service, financial and performance information to support service delivery, continuous improvement and decision-making across the P&S division.

They will support colleagues in the P&S division in the preparation and monitoring of budgets, financial forecasts, purchase orders, reconciliations, funding bids, income generation initiatives and proposals to maximise external funding, income and inward investment opportunities.

They will play a leading role in the administration, monitoring and financial management of the Planning Performance Agreement (PPA) service, including resource and time analysis, cost recovery, invoicing, forecasting and reporting, ensuring income is accurately captured and maximised to support the Planning service.

They will support as required the delivery of service improvement and digital transformation initiatives, including emerging Planning and Building Control systems and projects, benchmarking activities, performance analysis and the development of management information to support strategic and operational objectives.

Responsibilities

Key Unit Accountabilities

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 service planning.
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, 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 scope, commission and manage the work and budgets for service development projects, ensuring compliance with project and programme management best practice.
5. To take a leading role in the design and implementation of organisational development initiatives, including service redesign and restructuring, and cultural transformation.
6. 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.
7. To provide advice and guidance on procurement policy and procedures and support the planning and implementation of procurement exercises.
8. To provide support to colleagues in the preparation and submission of bids for external funding or income generation.
9. To support the workstreams in relation to the approach to equalities and diversity, promoting and ensuring full compliance with equalities and diversity requirements (including the preparation of Equalities Impact Assessments).
10. To provide service-focused business and financial management support for the business units within the P&S division and Operations & Innovation 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.
11. To draft and prepare monthly working papers providing forecasting, profiles and trend analysis of income and activity relating to Built Environment activities.
12. To provide weekly reports for Purchase Orders, transaction listings, journals relating (not exclusively but in particular to) the Planning and Building Control functions. To feed this into the monthly financial monitoring cycle. To hold finance monitor meetings with key officers to review income and expenditure against budgets and forecasts.
13. To play a leading role in the programme management of Planning Performance Agreements, including draft proposals and costing estimates providing advice around estimates to maximise income. To carry a case load of agreements for resource and time analysis, reporting to clients and developers in line with agreement clauses, and to oversee junior officer's administrative work in assisting this function.
14. To manage the preparation and co-ordination of internal and external performance returns and assist in the analysis and presentation of detailed returns as required.
15. To manage the complex analysis of income received including weekly reconciliation of all statutory and discretionary income received against a range of different platforms and systems.
16. To ensure the preparation and circulation of debtor reports is undertaken across the team and carry out any follow-on work required in chasing debts for recovery.

17. To request capital and revenue code set ups as required and track progress, keeping a solid log system of all codes created.
18. To support data gathering for performance indicators / measures and appropriate monitoring arrangements. Assist in monitoring and evaluating objectives and outcomes.
19. To help resolve issues around HR systems for recruitment including the Taleo and Matrix (or successor) systems for the wider Directorate as required.
20. 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.
21. To coach and manage an apprentice ensuring they have a clear workplan and opportunities to work across the wider Operations and Innovation service to get a wide and ranging scope of experience.
22. 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.
23. 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.
24. 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.

PERSON SPECIFICATION

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).

You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

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.

For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.

Key Knowledge		Shortlisting Criteria
K1	Detailed knowledge of relevant local, regional and central Government functions, structures, processes and issues.	
K2	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	Detailed understanding of the role and impact of partnerships in the delivery of local services and the duties of local government.	
K4	Understanding of the challenges and complexities of Planning and Building Control services, and major regeneration programmes along with knowledge of income streams and funding related to built environment type services.	A ✓
K5	Sound understanding of the principles underpinning financial management and accounting practices, with a particular focus on Local Government but also including more commercially focused business entities.	A ✓
K6	Knowledge of procedures, best practice, and legal requirements relating to budget management, organisational development, equalities and diversity, and procurement.	
Qualifications		
Q1	A relevant degree, professional qualification or equivalent experience.	A ✓
<u>Relevant Experience</u>		
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.	A ✓
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.	
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	Demonstrable experience of supporting budget forecasting and preparation (including growth and savings proposals) and monitoring.	A ✓

Core Values and Behaviours		Equity - Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. - Ensure fairness and justice is at the heart of my decision making and support to my team and others. - 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. - Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part - Take positive action to ensure everyone in my team has opportunities to learn and grow at work - Encourage everyone to be themselves at work and value who they are - I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness - Treat each member of my team with respect and dignity just as I would want for myself. Encourage each member of my team to do their very best work and am available to them to provide support and guidance. - Personalise my support to each team members and look out for them, lending a hand wherever I can	

		• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • 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.	
		Accountability • 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 • 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. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • 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. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.	A ✓

		• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • 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. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • 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 • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • 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.	