

Job Description and Person Specification

Housing Change and Improvement
Lead

A Lambeth to be proud of



Job Title: Change and Improvement Lead

Department: Housing

Division: Housing

Business Unit:

Grade: PO7

Reports to: Housing Transformation Lead

Job Purpose

The post holder will lead the delivery of a portfolio of key strategic projects, ensuring they are delivering according to time, quality, and cost. Map and track dependencies and inter-dependencies across the portfolio and providing robust assurance around programme delivery.

Identify opportunities for improving service delivery methods and procedures, identify resource needs with colleagues and support the implementation of improvements.

To lead, plan and monitor service improvement projects and manage the production of the required deliverables to achieve the project objectives.

Responsibilities

1. Support the delivery of the One Lambeth Transformation Programme through the oversight, management, and delivery of the Council's key strategic projects. Ensure that all projects are planned, managed, and delivered to a high standard, so that they meet the objectives of the council and deliver outcomes for residents.
2. To oversee and manage the development and implementation of service improvement enhancements/changes; oversee testing processes and acceptance signoff.
3. To take responsibility for the planning and designing of projects and proactively monitoring progress, resolving issues and initiating appropriate corrective action.
4. To prepare and implement a service improvement project plan to monitor the standard of the service across all areas and take action where it fails to meet the requirements.
5. To lead the preparation of project briefs, specifications, obtaining quotes and tenders, monitoring project progress and collecting key data, updating of project stage plans, and the development of contingency plans.
6. To develop and commission surveys, questionnaires and other data gathering exercises that measures performance, customer satisfaction or public opinion on service provision. Produce and co-ordinate plans for the future improvement and development of the service.
7. Ensure that cross-cutting themes of 'Customer', 'Digital and Technology', and 'Culture' are embedded in all practice delivered by the Service Improvement Team to support the development and delivery of the Council's channel shift and customer engagement strategies, ensuring they support service delivery and intelligence gathering.

8. Collaborate and consult with project leads across the Council to identify and deliver client responsive, cost-effective solutions to business challenges.
9. To take responsibility for the delivery of new products or services, ensuring projects are handed over in accordance with the programme plan and governance arrangements
10. To manage, monitor and communicate project progress to key stakeholders ensuring communication plans are in place.
11. Develop an innovative approach and adopt a continuous improvement mindset to develop services, by adopting different methods that build capacity and improve service delivery.
12. Support the development of improvement programmes, customer service standards, charters and training regimes through effective partnership working.
13. To continuously improve levels of customer satisfaction through the management of suitable research methodology and ensure that results are properly communicated throughout the service and to monitor progress of resulting improvement plans.
14. To monitor and influence the quality of customer communication across the end-to-end service by developing and managing regular quality audits for all the customer contact channels.
15. To work with key contacts throughout the business (including contractors/service providers) to inform the results of any mystery shopping exercises and ensures that any resulting improvement/change plans are properly communicated and actioned.
16. To develop and maintain professional relationships with internal/external partner organisations to improve service provision in response to quality audits and customer feedback.
17. To conduct periodic reviews of service compliance with all statutory instruments, codes of practice and policies.
18. To further develop, implement, continuously improve and manage Quality Systems.
19. To ensure that effective and appropriate policies and procedures are in place to continuously improve service quality, customer services and operational efficiency through improved working practices and procedures across the council.
20. To be focused on how service delivery meets the needs of residents, businesses and visitors to the borough, making recommendations for change where necessary.
21. Build relationships with stakeholders across the council to deliver support, advice, and coaching, showing ability to work flexibly with a wide range of teams and programmes.
22. Develop and maintain intelligent client relationships with citizens, contractors, suppliers, and stakeholders and promote the highest level of customer service.
23. Represent Lambeth Council at internal and external groups and forums as requested.
24. Ensure through all your work you are committed to all aspects of inclusion and diversity and take responsibility for tackling racism and promoting good community relations.

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.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge			
	K1	Knowledge of service improvement methodology within a local authority or relevant environment.	✓A
	K2	Knowledge of current issues affecting local authorities. Experience working in housing and/ or homelessness is desirable.	✓A
	K3	Working knowledge of project and programme management methodology and techniques, including project planning, risks, issue and benefit management.	✓A
	K4	Knowledge of a wide range of management, project and analysis tools for the preparation/presentation of information including SQL, Reporting, Excel, Visual Studio and any other analytical tools	
	K5	Demonstrate a collaborative approach to partnership working with colleagues and external organisations to develop joined up solutions.	
Relevant Experience			
	E1	A track record of delivering service improvements within a large organisation with clear outcomes for service users such as residents and/ or staff.	✓A
	E2	Experience of working in political environments.	✓A
	E3	Proven track record of building relationships and working in partnership with a wide range of individuals such as service users, senior officers and/ or individuals in other organisations.	A
	E4	Strong communication skills including preparation of complex reports, making recommendations, and effective briefing material for a variety of audiences.	✓A
Qualification			
	Q1	Relevant professional qualification or equivalent experience.	✓A

CORE VALUES AND BEHAVIOURS

Equity behaviours



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- 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.

- 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.

Kindness behaviours



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- 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 through 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.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

Accountability behaviours



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Ambition behaviours



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- 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.