

JOB DESCRIPTION

Job Title:	Change Delivery Officer
Grade:	PO1
Department:	Resident Services
Division:	Change and Strategic Delivery
Business Unit:	Change and Strategic Delivery
Responsible to:	Head of Change Project Office

Responsible for: Manage Resident Services transformation through planning, financial monitoring, benefits tracking, and regular reporting practices. Supporting service and project leads by providing advice, and guidance in the delivery of objectives. Suggest improvement and innovation ideas, quality checking standards of work, practically assessing the current position against existing timescales and budgets and delivering workshops to create project artefacts required for best practice management of projects and programmes.

Support specific problem-solving service challenges as they arise, and provide assurance around upcoming service area audits, inspections, and/or key performance indicators, collaborating with and adding value to departments across the directorate.

Main Purpose of post

Quality assure the planning, management, co-ordination, and financial control of key strategic projects and improvement plans, ensuring they are delivered according to time, quality, and cost. Map and track project issues, risks, milestones, finances, benefits, and dependencies to provide robust assurance around project delivery.

Co-ordinate and deliver Resident Services core governance to ensure senior stakeholder visibility and momentum on key strategic change objectives is maintained.

Hold regular progress consultations with Resident Service managers to maintain visibility on objective advancement and ensure high standards of reporting. Responsible for the early identification, escalation, and mitigation of risks and issues impacting projects.

Ensure the smooth and efficient completion of human resources and finance processes to provide essential expertise and maximise capacity to deliver change projects.

Key Unit Accountabilities

1. Responsible for the administration and visibility of major change activities within the Resident Services directorate, ensuring that all projects and schemes of work are delivered successfully in relation to quality, time, and budget.
2. Lead and take responsibility for the day-to-day identification and resolution (or escalation) of issues and management of risks, supporting the management of project interdependencies linked to key strategic objectives

3. Deliver Resident Services workshops to embed the best management and service design practices. Supporting the production of documents such as; business cases, project initiation, project closure, change control, benefits tracking...etc.
4. Provide training and awareness sessions for Resident Services managers on how to report progress and what each governance forum's purpose and remit is. Embedding a transparent, knowledgeable, and confident change culture within Resident Services.
5. Engender collaborative team working, promoting ownership, responsibility, and mutual understanding of the part each plays in the overall delivery of change benefits.
6. Co-ordinate and plan the work of permanent staff, temporary staff, consultants, and contractors involved in the delivery of projects on your work schedule.
7. Set up and maintain clear communication channels with all stakeholders for each project, ensuring expectations are clearly managed.
8. Ensure all staff get the necessary advice and information to enable them to fulfil their roles effectively.
9. Responsible for monitoring and reporting on all activities on a work plan, with a particular focus on issue and risk surfacing, milestone setting, benefit tracking, dependency identification, change and quality control.
10. Responsible for managing the forward plan, arranging meetings, producing papers, and capturing actions for all governance and strategic forums to ensure tight and controlled governance of Resident Services transformation.
11. To maintain effective liaison with the business's managers and ensure alignment of objectives between projects and with the business's high level strategic objectives. Working closely with Change Delivery Managers to achieve this.
12. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross organisational tasks.
13. Support the development and delivery of service improvement plans and specific initiatives.
14. Represent Lambeth Council at internal and external groups and forums as requested.
15. Undertake continuous professional development and learning identified and monitored through the post-holder's Personal Performance Plan as part of the Performance Appraisal process.
16. 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.
17. Personal and professional accountability for tackling racism and promoting good race, ethnic and community relations in Lambeth.

**PERSON SPECIFICATION
Change Delivery Officer (PO1)**

<p>It is essential that in your written supporting statement you 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 Confidence 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>	<p>Shortlisting Criteria</p>
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Disability Confident is a scheme that is designed to help you recruit and retain disabled people and people with health conditions for their skills and talent. If the candidate meets all the essential role criteria – a guaranteed interview should be undertaken.

Qualification	Q1	Relevant professional experience	
	Q2	Evidence of continued professional development	
Key Knowledge	K1	Knowledge of current issues affecting local authorities	
	K2	Substantial knowledge of project management methodologies, including risk, issue, and benefit management	A✓
	K3	Substantial knowledge of the tools and templates which would support managers to deliver to time, cost, and quality	A✓
	K4	Experience of working in highly complex and political environments	
Relevant Experience	E1	Demonstrable project management experience within a complex and/or political environment, with a track record of monitoring, reporting, and delivering project benefits on time and to budget.	
	E2	Excellent time management skills with proven experience of dealing with a variety of highly complex work streams and projects, prioritising as required.	A✓
	E3	Experience of writing high quality, detailed reports, and business cases to educate, persuade, and influence key stakeholder decision making.	
	E4	Experience of preparation of complex reports and effective briefing material for a variety of audiences	

	E5	Experience of dealing with a range of stakeholders, with an ability to build relationships at all levels	A✓
Core Behaviours		<p>Focuses on People Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place.</p> <ul style="list-style-type: none"> • Providing support, advice and guidance • Being open, flexible and available 	
		<p>Takes Ownership Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> • Working with teams and service areas to achieve positive outcomes and develop personal capabilities • Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative 	
		<p>Works Collaboratively Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <ul style="list-style-type: none"> • Sharing information, best practice and ideas with relevant networks and groups 	A✓
		<p>Communicates Effectively Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> • Breaking down our ideas to create a better understanding and communication between divisions and end users – simple is best to communicate well 	
		<p>Focuses on Results Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better</p> <ul style="list-style-type: none"> • Thinking in relation to the 'Borough Plan', working well with colleagues to get good results 	

RESIDENTS SERVICES

CHANGE AND DELIVER DEPARTMENT ORGANISATION STRUCTURE

