



Job Title: Delivery Unit Officer

Reports To: Delivery Unit Manager

Grade: GR5

JE ref: A9911

Job ID No: 90013323

Context

The Delivery Unit is a new team that has been established by the Chief Executive to support specific Council services to make rapid improvements in service delivery. The team is using methodology drawn from the Prime Minister's Delivery Unit to quickly understand why particular services need to improve, what can be done to make rapid improvements, and provide governance and oversight from the CEO and Leader of the Council to maintain focus on the improvements being made.

This is an exciting opportunity to be part of a brand new team reporting directly to the new Chief Executive of Birmingham City Council. You will have unparalleled access and visibility and gain a deep insight into how the Council works, and will develop skills in evidence-led problem solving as well as subject matter expertise in the specific services that need support.

Job Purpose

The Delivery Unit Officer will work as part of a small team who will connect service areas that need support directly to the CEO and Leader. You will provide insight into the challenges to service delivery, collaborate with service areas to form plans for rapid improvement, then stand alongside these services to support them in delivering the improvements. You will take an evidence-led approach, putting qualitative and quantitative data together to get to the heart of why service delivery needs to improve, and present the data to the CEO and Leader of the Council regularly to demonstrate progress on agreed improvement work.

Strategic Responsibilities

- Working as part of the Delivery Unit Team in the exploration, analysis and problem solving of specific service or organisational issues. These will typically be high priority or high profile service issues that require the direct involvement or intervention of the Chief Executive, in order to stabilise issues, incubate new thinking and hand off to dedicated project teams or return to business as usual teams.
- Working with the Head of the Chief Executive's Delivery Unit to ensure that the Chief Executive's strategic vision and intent are properly communicated and effectively measured and consequently preparing correspondence for stakeholders on behalf of the Chief Executive.

Key Accountabilities

- Building and maintaining strong working relationships with all stakeholders including members, directors and service areas
- Developing governance arrangements to ensure that the Chief Executive can apply appropriate scrutiny and approval
- Overseeing governance administration (briefings, agendas, minutes, actions, follow up etc.) to members of the team and ensuring that administrative processes run smoothly
- Implement an integrated approach by facilitating joined up working between service areas and working closely with the Council's corporate functions within Council Management Directorate as well the Partnerships, Equalities and Participation Directorate
- To develop, review and evaluate methodology to be applied as part of critical investigations to service or organisational issues
- To work closely with corporate functions (including Performance, Audit, Council Programme Management Office, Legal Services, Finance and Cabinet Office) to establish a rolling forward plan of projects that will guide the work programme of the Delivery Unit
- To work closely with service areas or corporate functions by overseeing diagnostics evaluation to establish the current situation report by reviewing and analysing performance, finance, risk information, baseline comparisons to external comparators, reviewing any existing relevant reports (internal and external) and gaining an understanding of key stakeholder perspectives (including political and user perspectives)
- To establish improvement plans within a clear success criteria framework on short term, medium term and longer-term intervals and encompass vital mitigations and quick fixes where appropriate, coproducing with stakeholders where possible

- To deploy, commission or procure resources to assist with contributing to or implementing the improvement plan to provide an immediate adrenalin boost to support service area
- To establish transparent and robust governance arrangements for appropriate Member and Chief Executive oversight
- To embed innovative practice with clear end goals in improving outcomes for service users
- To embed improvements across boundaries, with partners, to establish clear and sustainable learning and reviewing framework designed for continuous improvement
- Undertake other duties that are commensurate with the nature and grade of the post as directed by the Head of Chief Executive's Delivery Unit.

These duties are neither exclusive nor exhaustive and you may be expected to undertake duties and responsibilities, as directed by the Chief Executive and Head of Chief Executive's Delivery Unit.

Observance of the city council's equal opportunities policy will be required.

Supervision Required

- Supervising Officer: Delivery Unit Manager

Level of Supervision

- Plan own work to ensure the meeting of defined objectives.

Supervision Given (excluded those who are indirectly supervised i.e. through others)

- GR4 Chief Executive's Delivery Unit Officer (x4 posts)

Special Conditions

- This post works 36.5 hours a week
- The nature of the post means flexible working applies, under the Birmingham City Council Flex Scheme; some working outside of 'normal' office hours may be required.

Person Specification

Job Title Chief Executive's Delivery Unit Officer

Requirements Evidenced by: **a:** application form **b:** test **c:** interview

Area of competence	Criteria tested at:		
	Application	Interview	Test
Qualifications and training			
1) A relevant professional qualification or equivalent	X		
2) Degree level or equivalent education	X		
3) Programme management and/or Business Design/Analyst qualification i.e. MSP, Prince2, Lean Six Sigma, Change Management Practitioner or equivalent experience	X		
4) Evidence of continuing professional development	X		
Experience			
5) A thorough understanding of challenges and opportunities facing Local Government and the wider public sector of statutory, regulatory and political framework	X	X	X
6) Experience of programmes of corporate or transformational change	X	X	X
7) Experience of management and achieving sustainable improvements, with the ability to translate strategic objectives into operational plans	X	X	
8) A successful track record in the management of staff and motivating them to achieve new ways of working	X	X	
9) Experience of implementing effective performance management of multiple services and professions	X	X	
10) Experience of building effective working relationships with stakeholders and influencing at all levels and areas of the business and with external partners	X	X	

11) Significant knowledge and experience of leading and managing diverse project teams on behalf of the Business Lead to ensure strong input from subject matter expertise	X	X	
12) Proven track record of successfully managing and implementing high complex/high risk change programmes using programme, project and change management methodology and associated tools and techniques	X	X	
13) Proven track record of advising, scoping, challenging and managing design and engagement of new sustainable solutions that improves services, enhance customer experience, increase productivity and release savings	X	X	
Skills & Ability			
14) Ability to manage with a positive attitude, clear communication, understanding and managing conflict, and evidencing improvements.	X	X	
15) Proficient skills in influencing, persuading and negotiating with a variety of stakeholders and across a wide range of disciplines to drive change and improvement.	X	X	
16) Excellent verbal and written communication skills, tailoring reporting styles to various stakeholders/audiences to ensure understanding and generate engagement.	X	X	
17) Excellent ability to manage competing priorities in a high profile, pressurised environment and working to short timescales.	X	X	

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Created by: Amerdip Kaur, Head of Chief Executive's Delivery Unit