

## Role profile

<b>Job Title:</b>	<b>Delivery Manager</b>	<b>Grade: 13</b>	Spinal Point Range 41-43
<b>Department:</b>	Innovation & Change	<b>Post no.:</b>	64192
<b>Directorate:</b>	Children's Services – Planning, Resources & Service Development	<b>Location:</b>	Perceval House, Ealing

<b>Role reports to:</b>	Head of Service, Innovation & Change
<b>Direct reports:</b>	<b>None</b>
<b>Indirect reports:</b>	<i>Direct reports: None currently, could include 1 Project Officer (grade 11) in future</i> Indirectly manages a range of professionals within multi-disciplinary project teams.

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

Ealing is one of London's largest and most diverse boroughs. Ealing is changing, as a place and a council. We are shifting power to communities and transforming our relationship with our residents. This reflects our shared ambition to modernise local government in a way that empowers communities and liberates our workforce. Like all local authorities, we face the challenge of delivering high quality and efficient services to residents in a difficult financial context.

Aligned to the Council's vision for the future and approach to transformation, the purpose of this role is to mobilise and deliver a range of change projects and initiatives at pace that are rooted in service improvement, efficiencies/demand management, service design and social innovation - working in the open with children, young people and families at the centre, creating unique, innovative, and profound ways of delivering impactful local government in Ealing.

## **Key accountabilities**

- Initiate, plan, direct and coordinate activities to manage and implement agile projects improving outcomes for the community.
- Working with other members of multidisciplinary teams, coordinate the effective delivery of service design and social innovation projects – managing resource and creating an effective working environment for the team.
- Plan, arrange and facilitate meetings, workshops, and relations with stakeholders, including end-users and frontline staff, throughout the various stages of your project.
- Inspire and motivate multi-disciplinary teams to continuously push ambitions and maintain pace throughout a project.
- To follow agile project management techniques and processes that will deliver project results to time, quality and within budget.
- Prototype services and interactions to help service areas understand the possibilities of transformation. Use different prototyping methods for different needs; help services to understand how to make prototypes turn into services.
- Ensure that the views of all parties, including residents, are fully considered, verified and validated and that appropriate prioritisation is applied to meet business objectives.
- Contribute to the iterative design and development process, providing expertise in the practices used to adopt agile rhythms and maintain momentum.
- Create a fast-paced, evolving environment and use an iterative method and flexible approach to enable rapid delivery.
- Identify risks, coordinate risk assessment, manage agreed actions and monitor the status of risks on an ongoing basis.
- Responsible for working independently to engage internal and external stakeholders to build understanding and engagement with the goals of the project and proactively resolve issues as they emerge.
- Design and execute appropriate governance frameworks for your projects ensuring the right level of pace, autonomy, and engagement is in place to build confidence in the project.

## **Key performance indicators**

- Successful delivery of the project benefits to time, quality and within budget.
- Demonstrable improvement in service performance indicators and benefits
- 360 Feedback from key leads and stakeholders

## **Key relationships (internal and external)**

- Children's Services Leadership Team (Strategic Director, Director, Assistant Directors, Heads of Service)
- Innovation & Change / Planning, Resources & Service Development colleagues
- Senior Leadership Team (Strategic Directors)
- Colleagues across other council services (as required by project) where contribution to project delivery is required or beneficial
- External providers/consultancies
- Government departments, policy and innovation networks.
- Residents
- Community and Voluntary Sector, and Third Sector organisations

## **Authority level**

### **Corporate**

- Promote a 'one organisation' approach.
- Promote equality among all staff, and ensure that services are delivered in a non discriminatory way, that is inclusive of disadvantaged groups.
- Formulate recommendations relating to business cases or project decisions, including relating to investment, timeframes, risks/issues.
- Represent the Innovation & Change team in interactions with services, Members, partners and stakeholders

### **People**

- Work collaboratively with the Council's services and external partners, to strengthen relationships and develop partnership working.
- Provide clarity around expected outcomes and standards.

### **Finance**

- Provide accurate information on budget spend and take appropriate action to mitigate budget over/ under spend where necessary.

## Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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### Essential knowledge, skills and abilities

1. Able to use a range of project management practices and techniques to create the best environments to enable and empower successful delivery teams.
2. Excellent knowledge and understanding of local government, the pressures on it and implications for the council and partners
3. Able to take a consistent and ongoing approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and roadmapping.
4. Able to advocate for service innovation and agile approaches to change, continuously reflecting and promoting new and effective ways of working.
5. Experience of fostering good relationships with stakeholders at all levels, demonstrating strong communication and interpersonal skills.
6. Able to identify, own and overcome complex obstacles to the delivery of projects.
7. Able to turn strategic ideas and objectives into practical, well organised delivery plans with a focus on results
8. Skills to apply a digital understanding to your work. You can identify and implement digital and automated solutions.
9. Able to monitor and analyse data to a high standard.
10. Able to work under pressure to challenging timetables.
11. Willingness to occasionally work outside normal office hours when required.

### Essential qualification(s) and experience

1. Experience of working as a Project Manager/Delivery Manager on local government/public sector change and transformation programmes and/or projects, or delivering social innovation in the private sector and delivering benefits (financial and non-financial).
2. Ideally educated to degree level and/ or holds a relevant professional qualification, although consideration will be given to those applicants without

these qualifications, but who can demonstrate they have worked at a similar level.

3. Experience of working within local authority Children's Service or a similar area (desirable)

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>

