

Job Summary

This is intended to be used as guidance for hiring a similar role to that outlined below. Please read through this and amend as necessary in collaboration with your council HR team.

Post Title	Lead Delivery Manager	Pay Grade	[Grade G9 (c.£50-53K)]
Service Area		Line Manager	
Location		Job Family	Technical
DBS Check Required?			

Section 1: Job Purpose and Job Context

Primary Purposes:

- To lead the development, testing, implementation and management of digital planning products. Representing the Council internally and externally on digital planning projects ensuring that the Council's interests are appropriately secured.
- To lead the implementation of changes in the Planning Service, bringing about significant improvements in the delivery of the planning service, ensuring an effective, high quality and customer focused service.
- Responsible for the prioritisation of work in the team.
- To be responsible for supporting the development of new planning systems, working with partner authorities and central government, as the Council's planning and policy expert. To assist in empowering staff in Planning and Development to address obstacles to improved delivery, enhanced customer satisfaction, improved resilience and reduced costs.
- The post holder will need to be creative and resourceful in order to move Planning and Development forward and be able to support a culture of continuous improvement with innovative and flexible working processes.
- Manage the councils project team, suppliers and partners involved in the project, negotiating commercial relationships and agreements where required and mitigating risks from working with external parties
- Use creativity and judgement to identify and translate user need into project deliverables, working to balance financial efficiencies with new functionality
- Lead project budget, deliverables, risks and business cases as appropriate

Section 2: Main Responsibilities and Duties

Product management and development:

- Lead on the development and implementation of Digital Planning products for the council
- Prioritise and make decisions on product development, functionality, and content within the council.
- Be the main point of contact for user feedback and issues related to the products, and collate / analyse user feedback as required
- Organise testing of the product suite across functionality and content, logging any bugs / issues.
- Develop and support the ongoing testing and training of BOPS and RIPA projects, providing support to the Council's customers and officers testing and using the new tools to ensure continuation of the planning service.

Project management:

- Report progress, issues, risks, and key milestones to the Planning and Environment Strategic Leadership Team, Members, Directors, and all boards relevant to the funded project.
- Working alongside partner authorities and DLUHC to develop a forward plan for the ongoing development of the software
- Support any procurement activity, business cases, signing-off, finance, grants and contracts needed for the ongoing development and funding of the project
- Management of relevant project boards (e.g. Trello) and other project management tools.
- Lead and develop the communications strategy for the project working with the relevant teams as required.
- Support the preparation and submission of bids for short- and long-term funding alongside the ODP Planning Project Officer.
- Set and monitor project budgets, identifying where costs may exceed planned budget and take direct action to mitigate this.
- Developing content for and representing the council at partnership, public and other high-profile events, influencing opinions and actions both internally and externally.
- Supporting all aspects of project delivery and attending project meetings as required.
- Escalating / communicating issues to other project functions as required
- Support the onboarding of new team members and partner councils

Relationships:

- Initiate, build and maintain good working relationships with all relevant internal and external stakeholders, joint main contact for The Department for Levelling Up, Housing & Communities (DLUHC).
- Ensure that the wider Planning and Environment Service is engaged in Digital Planning projects through regular updates.
- Liaise with appropriate internal teams / external contractors / suppliers to co-ordinate appropriate service delivery and resolve issues.
- Manage escalated and complex enquiries to satisfactory conclusion, escalating further if unable to resolve.

- Provide professional challenge and advice to colleagues, managers and partner organisations, as appropriate as the planning / product lead in digital planning.

General service:

- Support and provide specialist input into other digital planning projects, sharing experience and knowledge with partner councils
- Allocate responsibilities to team members and assign packages of work as required, ensuring that work packages are aligned with the particular skills and abilities of the individuals.
- Manage the rhythms and rituals of a multidisciplinary project team, helping the team collaborate, communicate and learn throughout delivery.

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

[insert as appropriate here]

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
Significant experience of delivering complex project with multi-disciplinary teams.	In depth understanding of project management and the role of Delivery Manager	✓	
Understanding of benefit-led approaches to delivery		✓	
A deep understanding of modern project management best practice		✓	
Experienced project manager with a good understanding of agile project management methodologies.		✓	
Knowledge of cloud technology, architecture, and software practices			✓
Excellent interpersonal, negotiating and influencing skills. Ability to engage and influence customers, partners and stakeholders.		✓	

Understanding of user-centred design and service design			✓
Experience in assessing the impact of/ requirement for change and developing appropriate responses. Proven track record of successful delivery of major projects and service/change initiatives.	Experience of integrating working practices and processes (process re-engineering) including working collaboratively with colleagues from other areas	✓	
Evidence of enthusiasm, drive, commitment and energy demonstrated in achieving goals.	Creative and innovative thinker. A positive 'can do' approach to service delivery and a commitment to continuous improvement.	✓	
Qualifications		Essential	Desirable
Educated to degree level or equivalent experience			✓
Membership of a relevant professional body and/or a professional management qualification			✓
Other Requirements		Essential	Desirable
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		✓	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

END.