

Role Title	Resident Experience and Business Support Quality and Performance Lead
Job Family	Stronger Communities
Competency Level	Senior Manager (Principal Officer/Manager)
Pay Scale	PO8
Purpose	
<p>This role will lead on ensuring high quality Business Support is provided to all service areas within the organisation.</p> <p>This role will have a clear understanding of the needs of residents, and the importance of the Business Support Service in delivering a seamless service to all residents, in line with the objectives and values of Mission Waltham Forest.</p> <p>This role will have focus on creativity, innovation and an ambition for all Business Support functions to continuously improve and deliver increasing value for the organisation and for residents</p> <p>This role will provide business planning support, including performance overview and assessment and strategic planning to the Head of Service Business Support and the AD Business Support and Resident Experience</p> <p>They will lead on developing service plans, people strategies and all aspects of performance and quality assurance</p> <p>The post holder will work collaboratively with colleagues across the Business Support and Resident Experience service, as well as with colleagues in all individual service areas for which the service delivers functions.</p> <p>They will lead on specific key priority projects relevant to the directorate and service areas, aligned to the Leader and Chief Executive's priorities and to Mission Waltham Forest.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Plan and ensure excellent service delivery within a diverse environment.</p> <p>Control activities within the service area and ensure professional standards are delivered.</p> <p>Service standards and deliverables are contained within Service Level agreements, developed in collaboration with key Stakeholders</p>	<p>An environment of exceptional service delivery is created, flexible and adaptable to the needs of residents</p> <p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by data and insight, client/partner/stakeholder knowledge, latest thinking, good practice and legislative requirements.</p> <p>Progress against objectives is effectively monitored and delivered.</p> <p>Service delivers excellent customer service</p> <p>Address operational performance to ensure a clear focus maintained on customer service delivery and achieved high levels of performance by staff through actively fostering a positive organisational culture.</p>

<p>Lead, motivate and develop staff to create and maintain a high performing, highly competent and participative workforce.</p>	<p>Instrumental in ensuring a workforce development strategy is designed and delivered, including mandatory training and induction of new staff.</p> <p>The team is highly competent, effective, proactive, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Regular supervision is undertaken across all teams and clear objectives set and monitored through the Council's Appraisal process.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Opportunities for transformation are identified across the service and the Council</p> <p>Manage programmes and projects of transformation and continuous service improvement across the Service, responding to changing demands and stakeholder needs</p> <p>Improvements are scoped out, developed and delivered effectively through a programme or project framework, including clear governance and defined timescales</p> <p>Progress is highly visible to Senior Stakeholders and staff across Business Support and Services, Members, Management Board</p> <p>Reports are prepared, distributed / presented to the appropriate committee, to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Work closely with Directors, Members and other senior stakeholders on issues relevant to the service area.</p> <p>Build strong working relationships with key stakeholders across the Council.</p> <p>Provide professional challenge and advice to colleagues, managers, suppliers and partner organisations.</p>	<p>Build strong relationships with key senior stakeholders across the Council and Partners as appropriate, maintaining them to ensure that the effective service delivery.</p> <p>Ensure clarity, understanding and agreement with all stakeholders on roles and responsibilities across all Business Support processes</p> <p>Effectively manage responses to major corporate or partner initiatives / complex strategic or operational issues.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>

Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including equipment, people, and systems are utilised optimally and efficiently through a matrix management approach</p> <p>Budgets are planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>
Implement a risk management programme and advise on issues affecting Council service areas.	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
Ensure the successful implementation of health and safety legislation, policies and practices.	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this	All policies and procedures are complied with.
Job Specific Accountabilities:	
Lead on forward planning and business planning activities for the directorate ensuring governance, key activities and deliverables are aligned.	<p>Key programmes have effective governance at a directorate level and are planned into the corporate forward plan and governance</p> <p>Key strategies coming forward for decision are of a high quality and coordinated with other relevant programmes across the organisation</p> <p>Key programmes are effectively planned with sufficient oversight of the Strategic Director</p> <p>Formal governance processes are effectively managed (e.g. Cabinet, Scrutiny) and there are excellent working relationships with Democratic Services</p>

	All consultations, new/ refreshed strategies, risks, key programmes and policies go through the relevant governance and briefing processes
Lead on changes and improvements to Service Level Agreements, collaborating with Key Stakeholders	<p>Ensure clarity on roles and responsibilities across all Business Support processes with all stakeholders</p> <p>Ensure escalation points for key issues</p> <p>Ensure SMART performance targets. Identify peaks in demand and service changes. Manage all changes through appropriate governance</p>
Lead on the development of a people strategy to ensure that staff within the service are high performing, highly competent and participative workforce.	Strategy to cover induction, training, continuous development aligned with the values of Mission Waltham Forest and the leadership framework. Specific skills and knowledge to ensure delivery of high quality business support for service areas including health and safety
Manage programmes and projects of transformation and continuous service improvement across the Business Support Service, responding to changing demands and stakeholder needs	<p>Programmes and projects are established and delivered using the Waltham Forest Good Change Guide Framework.</p> <p>Programmes and projects deliver the benefits required within agreed timescales and budgets.</p> <p>Progress is highly visible to Senior Stakeholders and staff across Business Support and Services, Members, Management Board</p> <p>Creating Futures, the Council's corporate portfolio, achieves required revenue savings.</p>

Nature of Contacts

- Frequent contacts with Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers
- Build relationships to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery.
- To provide expert advice, guidance and support on highly complex / sensitive issues.
- Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.
- Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions

- Reports Head of Service and works very closely with the other CE Heads of Services, keeping them informed on progress and challenges, and taking their steer on the direction of service.
- Build relationships with senior representatives from external organisations and suppliers in both the public and private sector.

Procedural Context

Responsible for the planning, quality assurance and performance of the service area against agreed objectives Report against performance and service delivery through an agreed Service plan, addressing highly complex / high risk issues within a framework of policy and regulatory guidelines applying knowledge of systems procedures and best practice.

Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Post holder will oversee operational decisions.

Post holder will normally report into Head of Service.

Delegated responsibility for project budgets.

Effectively control significant resources.

Manage teams of staff.

Resourcing

Budget Responsibilities: Effectively control significant resources. With budget responsibility of circa £30k

Supervisory Responsibilities: Team Managers across the Service

Knowledge, Skills and Experience

- Experience of providing services to senior leadership in a fast paced political environment with resilience in the face of contradicting priorities and demanding workload
- Strong leadership and motivation skills: Proven experience of leading and managing teams operating in a customer facing multi-channel / service environment.
- Ability to build strong relationships with a wide range of internal and external Stakeholders and Partners
- Excellent interpersonal and presentational skills, with proven ability to communicate effectively with a wide range of audiences.
- Demonstrable experience of continuous improvement in development of self and of others

- Demonstrable experience of an inclusive approach to all aspects of service planning and delivery
- Excellent problem-solving skills
- Experience of managing complex projects
- Experience of writing high quality communications, including briefings and policy documents
- Good understanding of the context in which Waltham Forest Borough Council operates, including major issues facing local government, key stakeholders and relevant national policy context.
- Experience in budget monitoring and preparation.

Indicative Qualifications

Educated to degree standard or equivalent
Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.