



# Job Profile comprising Job Description and Person Specification

## Job Description

<b>Job Title:</b> Delivery Unit Partner	<b>Grade:</b> PO6
<b>Section:</b> Wandsworth Delivery Unit	<b>Directorate:</b> Change & Innovation
<b>Responsible to following manager:</b> Delivery Unit Programme Director	<b>Responsible for following staff:</b> Delivery Unit Officer Delivery Unit Analyst
<b>Post Number/s:</b>	<b>Last review date:</b> 3 June 2025

### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

### Job Purpose

As Wandsworth Delivery Unit Partner, you will lead a small team who will connect service areas that need support directly to the Executive Director of Change &



Innovation, Chief Executive and Leader. You will work alongside colleagues, building on the strength and skills across the organisation for future delivery. 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 support the Delivery Unit Programme Director in presenting the data to the Executive Director of Change & Innovation, Chief Executive and Leader of the Council regularly to demonstrate progress on agreed improvement work.

### **Specific Duties and Responsibilities**

- Support the Delivery Unit Team in addressing high-profile service or organisational issues which require executive-level intervention, ensuring timely stabilisation and handover to appropriate project teams or business as usual teams.
- Collaborate with the Delivery Unit Programme Director to communicate the strategic vision of the Leader and Chief Executive, preparing correspondence for stakeholders on behalf of the Executive Director of Change & Innovation and Chief Executive.
- Build and maintain strong working relationships with internal and external stakeholders including members, directors, service areas and external partners.
- Develop governance arrangements for Executive scrutiny and approval, oversee governance administration tasks (briefings, agendas, minutes, actions, etc.), and ensure smooth administrative processes within the team.
- Implement an integrated approach by facilitating joined up working between service areas and working closely with the Council's corporate functions within Change and Innovation, Finance and Chief Execs.
- Lead the procurement of additional external assistance as needed to support these activities, in line with Council priorities.
- Manage and continually develop the Delivery Unit Team to ensure efficient resource use, value for money, and the achievement of strategic priorities, ensuring successful outcomes for residents and people of the borough.
- Develop, review and evaluate methodology to be applied as part of critical investigations to service or organisational issues
- Collaborate with corporate functions to establish a rolling forward plan of projects which will guide the work of the Delivery Unit.

- Oversee diagnostics and evaluation of performance, finance, risk, benchmarking and stakeholder perspectives, ensuring a comprehensive understanding of the current situation and informing improvement efforts.
- Develop short, medium, and long-term improvement plans with clear success criteria, incorporating mitigations and quick fixes where necessary, and co-produce solutions with stakeholders.
- Deploy, commission, or procure resources to support the implementation of improvement plans, ensuring immediate support for service areas.
- Establish transparent governance arrangements for oversight by members and Executive leaders.
- To embed innovative practices with clear end goals, ensuring improved outcomes for service users.
- To embed improvements across boundaries, with partners, to establish clear and sustainable learning and reviewing framework designed for continuous improvement.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A thorough understanding of challenges and opportunities facing Local Government and the wider public sector of statutory, regulatory and political framework	<b>E</b>		<b>A/I</b>
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	<b>E</b>		<b>A/I</b>

Knowledge of techniques for planning, monitoring, and controlling programmes	<b>E</b>		<b>A/I</b>
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Experience of programmes of corporate or transformational change	<b>E</b>		<b>A/I</b>
Experience of management and achieving sustainable improvements, with the ability to translate strategic objectives into operational plans	<b>E</b>		<b>A/I</b>
Experience of implementing effective performance management of multiple services and professions	<b>E</b>		<b>A/I</b>
A successful track record in the management of staff and motivating them to achieve new ways of working	<b>E</b>		<b>A/I</b>
Significant experience of building effective working relationships with stakeholders and influencing at all levels and areas of the business and with external partners	<b>E</b>		<b>A/I</b>
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	<b>E</b>		<b>A/I</b>
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	<b>E</b>		<b>A/I</b>
Evidence of continuing professional development	<b>E</b>		<b>A/I</b>
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to manage with a positive attitude, clear communication, understanding and managing conflict, and evidencing improvements	<b>E</b>		<b>A/I</b>
Proficient skills in influencing, persuading and negotiating with a variety of stakeholders and across a wide range of disciplines to drive change and improvement.	<b>E</b>		<b>A/I</b>

Excellent verbal and written communication skills, tailoring reporting styles to various stakeholders/audiences to ensure understanding and generate engagement.	<b>E</b>		<b>A/I</b>
Excellent ability to manage competing priorities in a high profile, pressurised environment and working to short timescales.	<b>E</b>		<b>A/I</b>
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Programme management and/or Business Design/Analyst qualification i.e. MSP, Prince2, Lean Six Sigma, Change Management Practitioner or equivalent experience	<b>E</b>		<b>A</b>
A relevant professional qualification or equivalent		<b>D</b>	<b>A</b>

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**