



Post Title: Service Delivery Team Manager Grade: H

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To oversee and manage daily business operations for a designated service, ensuring staff and resources are utilised efficiently to fulfil business requirements.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. To provide strong leadership & management to a multi functional team, supporting a range of diverse operational services & activities across one or more locations.
4. To be responsible for the recruitment, induction, supervision, performance appraisal and on-going professional development of team members and to lead in addressing performance issues, including absence management, disciplinary and grievance investigations and capability issues.



5. To oversee all of the team's functions, as well as delegating, decision making and prioritising work as appropriate with the team, ensuring service delivery and performance deadlines are met in accordance to the service level agreement for the specified service the team supports.
6. To be an authoritative source of advice and guidance, both for customers, colleagues and partners regarding services, policies and procedures, including involvement in complex queries for the specified service the team supports. Demonstrate a strong understanding of relevant legislation and use it to inform decision-making and support.
7. Take ownership of project tasks, managing and coordinating the planning and implementation of projects independently, ensuring they drive improvements in service delivery and customer experience. To undertake research, analysis and presentation of data from a variety of sources to problem solve service issues and support reporting.
8. To develop, monitor and review business processes and systems to improve service delivery, create efficiencies and adapt to service requirements.
9. To ensure compliance with corporate standards and to maintain & monitor service specific quality standards for which the team are responsible.
10. To support operational managers in the monitoring & reconciliation of large budgets and transactions.
11. Takes overall responsibility for the team's customer support processes, acting as the primary escalation point for complex administrative tasks, challenging enquiries, and high-risk customer interactions. Provides leadership and guidance to ensure consistent, high-quality service delivery and resolution of escalated issues.
12. Take ownership, oversee and manage service planning activities, ensuring the effective monitoring of key performance indicators, contract management, and transactional finance to support service delivery objectives.
13. To be responsible for the planning, production and circulation of team reports and presentations, which are timely, well written and effective in terms of supporting effective decisions.
14. Oversee and manage stakeholder relationships, providing authoritative advice and guidance to the team, and ensuring effective communication and collaboration with key stakeholders to meet service delivery objectives.

Numbers and grades of any staff supervised by the post holder:

Up to 25 colleagues, Grades C-F

All staff are expected to abide by the obligations set out in the Information Security Policy and GDPR, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

The post holder must be flexible to work across multiple sites and may be required to relocate at short notice. Occasional work outside normal office hours may be required to meet service needs.

Produced by Matthew Woods, Head of Service Delivery

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Updated by Johanna Wai-shan Lam and Manuel Keil, Service Delivery Leads

Date: 18/06/2025

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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Vision, Strategy and Delivery	Demonstrate an understanding of the current issues and challenges facing local government in general and Nottingham City Council in particular.		✓	
Leadership	Takes personal accountability for own and team development, leading bigger teams or projects, demonstrating leadership qualities whilst fostering a supportive environment.	✓	✓	



	Experience of driving and motivating teams whilst under pressure and delivering against challenging objectives, as well as motivating others to create high performing services.		✓	
	Experience of Management and Leadership including challenging performance management, sickness capability and grievances and disciplinaries, training and development.	✓	✓	
	Experience in planning for the future, possessing effective workforce planning skills.		✓	
Change and Innovation	Has the confidence and ability to put forward ideas for change. Experience of documenting processes and procedure with a commitment to the application of new technology & relevant new ways of working.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions and create a culture of continuous improvement. Experience of developing and embedding effective business management systems to support improvements in services and processes.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships with colleagues and stakeholders in the delivery of business management, change and service improvement.		✓	
	Excellent communication skills including the ability to write clear and concise report and prepare and present information to a variety of forums	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.		✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.		✓	
Technical Skills, Knowledge & Experience			✓	
	Knowledge of budgetary processes and financial charging. Experience of monitoring budgets and providing financial data and reports	✓	✓	
	Experience of strong planning and prioritisation skills, experience of working to tight deadlines, resolving urgent situations and making decisions. Customer service excellence mindset.		✓	
	Ability to deal with sensitive and confidential issues. To remain calm and lead the team in sometimes difficult demanding and challenging situations.		✓	



	Ability to develop a strong service understanding, effectively applying knowledge of statutory requirements and legislation to support team activities and projects.	✓	✓	
	Strong IT skills, preferably with experience of using the MS Office suite. Ability to develop service specific IT software packages including case and document management systems to suit requirements.	✓	✓	
	Designs and delivers in-depth research and analysis to address strategic or systemic issues, providing evidence-based recommendations to senior stakeholders.	✓	✓	
A - Application	AC – Assessment Centre	D – Documentary		