



Post Title: Service Delivery Officer Level 5
Grade: F

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 supervise daily business support operations.

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 operationally supervise your teams and support the manager on recruitment, induction, supervision, performance appraisal and on-going professional development of team members and address performance issues, including absence management.
4. Provide support, guidance, mentoring and training to new staff or colleagues requiring development as and when required. May be required to deputise for the Service Delivery Manager on an ad-hoc basis.



5. To take ownership of workstreams, managing and allocating tasks independently, and supporting team leaders in ensuring performance deadlines are met in accordance with service level agreements.
6. 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.
7. To provide advice and guidance, for customers, colleagues and partners regarding services, policies and procedures. For the specified service the team support. Apply a working knowledge of relevant legislation to ensure advice is appropriate and compliant.
8. Lead the development and refinement of business processes and systems within a defined area, ensuring optimal use of hardware, software, and telephony systems to meet evolving service requirements and improve outcomes.
9. Provides the first point of contact of escalation taking over more difficult admin duties, enquiries, referrals and more challenging customers.
10. To be responsible for raising purchase orders, processing invoices and other finance related work. Providing direct support to managers to ensure that budget forecasting is up to date and accurate and financial risk is identified immediately.

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

Up to 25 Service Delivery Officers - Grades B-E

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: 19/06/2025



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Leadership	Takes personal accountability for own and team development, leading small teams or projects, demonstrating leadership qualities whilst fostering a supportive environment.		✓	
	Demonstrates drive and motivation whilst working under pressure and the ability to deliver against challenging objectives, as well as motivating others to create a high performing team.			
	Previous experience of leading a team or project, delegating tasks, monitoring team performance, assisting team training and development.	✓	✓	
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.		✓	
	Takes a proactive role in driving small-scale change initiatives, encouraging team members to embrace new ways of working. Experience of developing and embedding effective business management systems to support improvements in services and processes.	✓	✓	
Collaboration	Evidence of actively working with others to improve collaboration internally and externally and building strong working relationships		✓	
	Excellent communication skills with the ability to communicate effectively with a diverse range of customers including vulnerable citizens and their families.	✓	✓	
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 and Knowledge	Excellent working knowledge of Microsoft Office packages. Ability to develop service specific IT software packages including case and document management systems to suit requirements.	✓	✓	
	Highly developed organisational and administrative skills. Effectively managing team tasks and projects. Handling urgent situations effectively and meeting tight deadlines, focusing on customer service excellence.		✓	



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	Ability to develop a strong service understanding, effectively applying knowledge of statutory requirements and legislation to support team activities and projects.	✓	✓	
	Leads on research and analytical tasks to inform decision-making and resolve service delivery challenges.	✓	✓	
	Advanced understanding of business systems and administrative activities, with the ability to assist in monitoring budgets and providing financial data.	✓	✓	
	Ability to deal with sensitive and confidential issues and to remain calm under pressure when dealing with challenging situations.		✓	
A - Application	AC – Assessment Centre	D – Documentary		