



Post Title: Service Delivery Officer Level 3
Grade: D

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 provide a comprehensive and flexible council wide tailored business support service to internal and external customers of Nottingham City Council, enabling consistency of service delivery across the council.

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. Prepare and produce operational reports and presentations with minimal supervision, ensuring they are accurate, well-written, and timely.
4. Manage routine stakeholder interactions independently, ensuring effective and professional communication and supporting the team in maintaining strong relationships with key stakeholders.
5. Offer detailed advice and guidance to customers, colleagues and partners and assist in resolving more complex queries. Demonstrate an introductory understanding of relevant policies and legislation, to reflect this in the support offered.



6. Monitor and report on workstream performance with minimal supervision and assist in the implementation of corporate performance management processes.
7. Manage and resolve standard customer enquiries and referrals independently, signposting, investigating and progress chasing where required. Provide administrative support, minute taking and escalate more difficult enquiries to the next senior level.
8. Contribute to the review of business systems by identifying inefficiencies and recommending improvements through monitoring and evaluation, while promoting the effective use of technology to enhance service delivery.
9. Maintain accurate and secure records in service specific Management Information Systems in line with policies and procedures, ensuring timely input, retrieval and reporting to support operational and statutory requirements.
10. Process financial transactions relating to cash and card payments, income management and procurement activities ensuring accuracy and compliance with NCC procedures. Support the monitoring and reconciliation of budgets.
11. Provide mentoring and training to new staff and colleagues requiring development and support team leaders in supervising daily activities such as allocating work to immediate colleagues. May be required to supervise staff on an ad-hoc basis.
12. Manage own workstreams, assisting in prioritising tasks and ensuring adherence to performance standards.
13. Manage and support project tasks with minimal supervision, contributing to the planning and implementation of projects focused on improving 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.

Numbers and grades of any staff supervised by the post holder: None.

All staff are expected to abide by the obligations set out in the Information Security and GDPR Policies, 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: Johanna Wai-shan Lam and Manuel Keil, Service Delivery Leads

Date: 22/07/2025



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Actively seeks opportunities for growth, taking ownership for own development and starts to mentor junior team members, fostering a supportive environment.		✓	
	Demonstrates drive and motivation and the ability to deliver against objectives whilst working under pressure.	✓	✓	
Change and Innovation	Actively participates in meetings and workshop sessions, contributing creative ideas and helping to identify areas for improvement and creating solutions.		✓	
	Experience of documenting processes and procedures with a commitment to the application of new technology & relevant new ways of working.	✓	✓	
Collaboration	Engages in cross-functional teamwork, fostering strong relationships and effective communication with others.	✓	✓	
	Exhibits solid communication skills, capable of handling routine customer interactions and providing clear information.		✓	
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	Solid knowledge of business and finance administrative activities, with experience in supporting financial and budgetary processes.	✓	✓	
	Experience of solid planning, organisational and administrative skills, capable of managing multiple tasks and assisting in customer service delivery of urgent situations.		✓	
	Service awareness and ability to understand and begins to apply knowledge of statutory requirements and legislation in daily tasks.	✓	✓	
	Exhibits solid skills in handling confidential issues, remaining composed in routine challenging situations.		✓	
	Solid working knowledge of Microsoft Office suite, capable of handling more complex tasks and supporting team activities with these tools. Experience and use of service specific IT software packages including case and document management systems.	✓	✓	
	Undertakes structured research and analysis to support the resolution of moderately complex problems, using established procedures and guidance.	✓	✓	



A - Application	AC – Assessment Centre	D – Documentary
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