



Post Title: Development Support Officer
Grade: G

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 comprehensive development support across new build housing and refurbishment projects, with responsibility for cost estimating, project administration, programme monitoring and the maintenance of accurate project records.

The postholder will prepare indicative cost estimates, support project budget monitoring and financial administration, maintain project and performance information and assist with the coordination of contractors, consultants and internal stakeholders. They will ensure that project records, trackers and reporting systems are accurate and up to date, supporting effective decision-making and helping to ensure the successful delivery of development projects and programmes.

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. Ensure good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.



4. Maintain project records, trackers and document management systems. Arrange and support project meetings, including preparing agendas, taking minutes and following up on actions. Assist with the preparation of reports and project updates, helping to keep stakeholders informed of progress.
5. Prepare indicative cost estimates for refurbishment and development projects using historical project data, benchmarking information and internal resources. Obtain and compare quotations from suppliers, consultants and contractors, support the preparation of project budgets and monitor expenditure against approved budgets. Raise purchase orders, process invoices, and help maintain accurate financial trackers and records and cost information throughout the project lifecycle.
6. Monitor project, programme progress and risk registers against agreed milestones and timescales highlighting risks, delays and issues to project managers as appropriate. Produce programme performance reports for stakeholders and collate, maintain and analyse project information to support effective decision-making and project delivery.
7. Act as a point of contact for contractors, consultants, tenants and other stakeholders, supporting effective communication and information sharing throughout project delivery. Coordinate responses to routine project-related enquiries, monitor contractor actions and progress and maintain accurate records to support project management and reporting.
8. Maintain accurate records of defects and latent defects, ensuring information is kept up to date and readily accessible. Monitor the progress of outstanding defects and associated actions, liaising with contractor's tenants and leaseholders and internal teams to support timely resolution. Coordinate inspections and follow-up activities, helping to ensure defects are managed effectively and in line with agreed timescales.
9. Support sustainability initiatives by collecting, maintaining and analysing performance data to assist with carbon impact assessments and reporting requirements. Gather and organise evidence relating to sustainability measures within new build developments, helping to monitor progress, demonstrate outcomes and support the achievement of environmental objectives.
10. Support the maintenance of Balanced Scorecard performance data by collecting, updating and analysing key performance information. Produce regular performance reports for the team, monitor trends and identify areas that may require further investigation or action. Assist in tracking and reporting against development programme outcomes and performance measures, helping to ensure accurate and timely performance reporting.
11. Assist in monitoring and reviewing the Housing Services Specification to ensure it remains accurate, current and reflective of service delivery requirements.



Support the coordination of periodic reviews, maintain and update documentation and help incorporate changes arising from operational, contractual, policy or legislative developments to ensure specifications remain aligned with organisational requirements and service standards.

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 Policy, 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.

Produced by Cathy Scales (Senior Development Manager)

Date 29 July 2026



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
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	Project and programme administration, including coordinating activities, maintaining project documentation, monitoring actions and supporting project delivery.	✓	✓	
	Project monitoring and performance reporting, including tracking milestones, timescales, key performance indicators and project outcomes.	✓	✓	
	Budget monitoring, financial administration and cost estimating, including preparing indicative cost estimates, monitoring expenditure and maintaining financial records.	✓	✓	
	Advanced Microsoft Excel skills, including formulas, functions, pivot tables, lookups, charts, data validation and reporting tools.	✓	✓	
	Proficiency in Microsoft Office applications, including Excel, MS Project, Word, PowerPoint and Outlook for reporting, analysis and project administration.	✓	✓	
	Data analysis, management information and reporting, including collecting, analysing and presenting information to support decision-making.	✓	✓	
	Performance monitoring and trend analysis, including the interpretation of key performance data and identification of areas requiring attention.	✓	✓	



	Record, database and document management, ensuring information is accurate, up to date and maintained in line with organisational requirements.	✓	✓	
	Meeting and governance administration, including agenda preparation, minute-taking, action tracking and support for project governance processes.	✓	✓	
	Knowledge of project delivery, budget management and project controls, including milestones, risks, performance indicators and development project lifecycles.	✓	✓	
	Excellent interpersonal skills with the ability to work closely with project managers, architects and other stakeholders.	✓	✓	
	Demonstrates strong organisational skills by managing documentation , schedules and records efficiently ensuring that all information is accessible and well-maintained.	✓	✓	
Qualification requirement	Prince2 Foundation, APM Fundamentals or equivalent project management qualification. HNC/HND qualification in construction, housing or business-related subject.	✓		✓
A - Application	AC – Assessment Centre	D – Documentary		