



Post Title: Service Delivery Officer Level 4
Grade: E

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, proactive and efficient personalised support service to internal and external customers across 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. Lead stakeholder engagement activities, managing and coordinating communication efforts to maintain and strengthen relationships with key stakeholders.
5. Provide comprehensive advice and guidance to customers, colleagues, and partners, and support team leaders in handling complex or sensitive issues.



Ensure that all advice is underpinned by a working knowledge of relevant policies and legislation to ensure advice is appropriate and compliant.

6. Conduct research and analyse data from various sources to identify service priorities and enable effective performance monitoring and reporting. Independently monitor and report on team performance, and support team leaders in addressing performance issues in line with corporate policies.
7. Oversee and resolve complex admin support tasks, customer enquiries, referrals and minuting high level meetings, providing guidance to lower-level officers and escalating the most challenging issues to the next senior level.
8. Independently monitor and evaluate specific business processes, using data and digital tools to recommend changes that improve efficiency and responsiveness in service delivery.
9. Support the development and assurance of data and records management practices, providing specialist input to ensure compliance, accuracy, and service effectiveness, and contributing to audits and reporting.
10. Oversee and 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. Lead and supervise team activities, providing comprehensive support, guidance, and mentoring to colleagues, allocating work to immediate colleagues and assist in the development and training of new staff. May be required to supervise staff on an ad-hoc basis.
12. 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.
13. 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.

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 18/06/2025

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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes ownership of their development and able to lead small teams or projects, demonstrating emerging leadership qualities.	✓	✓	
	Demonstrates drive and motivation and the ability to deliver against challenging objectives whilst working under pressure.		✓	
Change and Innovation	Ability to be creative, identify problems and work to create solutions. Assistance of developing and embedding effective business management systems to support improvements in services and processes.	✓	✓	
	Takes initiative of documenting processes and procedure with a commitment to the application of new technology & relevant new ways of working.		✓	
Collaboration	Takes initiative in collaborating with different departments and stakeholders, building and maintaining productive working relationships to achieve common goals.		✓	
	Demonstrates strong communication abilities, effectively engaging with customers and colleagues, and supporting the preparation of basic reports and presentations.	✓		
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.		✓	



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Technical Skills and Knowledge	Advanced understanding of business systems and administrative activities, with the ability to assist in monitoring budgets and providing basic financial data.	✓	✓	
	Experience of strong organisational abilities and administrative skills, effectively managing tasks and supporting small projects, with the ability to handle urgent situations effectively and meet tight deadlines.		✓	
	Ability to develop service understanding, effectively applying knowledge of statutory requirements and legislation to support team activities and projects.	✓	✓	
	Demonstrates strong ability to manage sensitive and confidential issues, staying calm under pressure and supporting team members in challenging situations.		✓	
	Strong proficiency in Microsoft Office packages, effectively to manage tasks and support small projects. Experience and use of service specific IT software packages including case and document management systems.	✓	✓	
	Experience of undertaking research and analysis to resolve complex problems and queries.	✓	✓	
A - Application	AC – Assessment Centre	D – Documentary		