



## Job Description

<b>Job Title:</b>	Business Planning Officer - Neighbourhoods
<b>Grade:</b>	Grade 8
<b>Section:</b>	Homesearch, OneCALL, Debt Team and Estates Team
<b>Reports to:</b>	Appropriate Business Leader
<b>Responsible for:</b>	Tenant Involvement Officer, Support Officer (where appropriate)

### The Job

Is to:

- be responsible for the development of the service business plan, performance management framework, quality assurance framework, risk plan and the service training plan;
- ensure that the plans are accurately developed and implemented to meet the organisation's strategic and operational objectives;
- be responsible for the development and delivery of WDH'S Engagement Strategy; and
- support the identification and generation of efficiencies through the introduction of new ways of working and opportunities provided through more effective use of IT.

### The Bigger Picture

You will:

- support WDH's Vision and Corporate objectives;
- contribute to continuously improve levels of customer satisfaction;
- deliver services in a manner which supports WDH's brand and enhances the organisation's reputation;
- need to be fully aware of appropriate legislation and statutory requirements;
- be aware of and comply with organisational policies and procedures;
- work flexibly to meet the changing needs of the service;
- continually seek opportunities to introduce new working practices that generate efficiencies;
- contribute to the development and assist with the delivery of customer service excellence across all aspects of the service;
- ensure that all work is compliant with WDH's approach to equal opportunities, data protection, human rights and confidentiality;
- be proactive in the safeguarding of vulnerable adults and children within the duties of the role;
- carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job; and

- be required to undertake your duties at any location throughout the district dependent on the needs of the service.

## The Day to Day

Due to the ever changing environment your duties may include, but are not restricted to, the following.

You will:

- recommend service development improvements to the management team;
- assist with the management of devolved budgets;
- be responsible for monitoring devolved budgets;
- establish links and develop partnerships with external agencies and identify new business opportunities;
- undertake specific project management initiatives as required, relating to policy or service development initiatives;
- prepare written and statistical reports for the management team;
- be responsible for the production and quality management of corporate documents such as local management committee documents;
- be responsible for the production of material in line with the corporate guidance;
- devise and implement training initiatives to support the quality assurance framework;
- use designated performance management systems to meet the corporate and service requirements;
- contribute to the change management process;
- deal appropriately with all complaints and representations in accordance with the organisation's complaints procedures;
- undertake recruitment and selection in accordance with the organisation's policy and procedures;
- contribute to the setting of targets for the service and monitor performance to achieve continuous service excellence;
- be responsible for preparing and developing the appropriate service strategies, through consultation with relevant stakeholders;
- maximise opportunities through partnership working with relevant community stakeholders;
- participate in multi-agency forums and promote sustainable communities;
- provide advice on compliance with the organisation's Standing Orders and Financial Regulations;
- contribute to the financial planning and budgetary strategies in order to maximise income and maintain viability;
- develop individual team members through training and support to enable them to deliver a high quality service;
- promote the service at all times in the manner consistent with the Customer Charter, Local Offer and other service standards;

- promote health and safety awareness and ensure a safe working environment in line with organisation's policies at all times.
- assist in the delivery of a comprehensive customer focused service for all service users;  
and
- ensure that advice, support and development are available to employee teams at all times, utilising the organisation's support scheme.

### **Personal Contacts:**

**Internal:** All employees within WDH

**External:** All outside agencies as appropriate. Members of the public and tenants.  
Other statutory and voluntary agencies.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal skill characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
<b>Qualifications and Training</b>			
A qualification at level 4 of the qualification and credit framework such as an HNC, Award, Certificate or Diploma at level 4 or equivalent.	✓		AF / CQ

<b>Determination</b>			
Evidence of budget management, having regard for priorities and tight financial limits.	✓		AF / I
Evidence of setting and achieving performance targets.	✓		AF / I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-orientated culture.	✓		AF / I
Have effective leadership skills, using communication, negotiation and motivation.	✓		AF / I
Good time management and organisational skills.	✓		AF / I
Decisive analytical interpretation skills.	✓		AF / I
Experience in a business planning environment.		✓	AF / I
Evidence of effective management of a multi-discipline team.		✓	AF / I
Evidence of designing and delivering training initiatives.		✓	AF / I

<b>Nous</b>			
An awareness of financial and ICT systems.	✓		AF / I
Have business planning and project management skills.	✓		AF / I
An understanding of equal opportunities in employment and service delivery.	✓		AF / I
A detailed knowledge of the business planning process.	✓		AF / I
An understanding of and the ability to apply the appropriate legislation, policies and procedures for delivery of the Housing Service.	✓		AF / I

<b>Nous</b>			
An understanding of the methods of engaging with stakeholders and an ability to interpret stakeholder requirements in developing the Business Plan.	✓		AF / I
To be able to use PC applications.	✓		AF / I
Clear presentation skills.	✓		AF / I

<b>Attitude</b>			
Evidence of effective communications with stakeholders, managers and employees.	✓		AF / I
Evidence of a customer focused approach to service users	✓		AF / I
Analytical in thought and able to address the challenges facing a front line service.	✓		AF / I
Have a commitment to employee development initiatives.	✓		AF / I

<b>Additional Requirement of the Role</b>			
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF/CQ
The post holder may be required to attend out of hours meetings and participate in WDH out of hours call out and emergency planning procedures.	✓		AF / I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification