

Job Description: Improvement Manager

Reports to:	Head of Improvement
Directorate/Team:	Improvement
Grade:	Grade 7
Responsible for:	Adviser x 1 Improvement Support Adviser x 1 Programme Support Manager (Improvement) x 1

Job Purpose:

The co-ordination of the overall improvement programme for the LGA and managing the work of the LGA Improvement and Innovation Board in consultation with the Head of Improvement

To manage the annual negotiations with MHCLG to agree the packages of support LGA/IDeA will provide for councils, the grant funding to deliver them and the process of quarterly progress reporting.

To manage the Improvement Support team and the business and support resources which provide the financial and administrative support for the whole of the Leadership and Productivity Division.

Core Accountabilities:

1. To provide leadership for the Improvement Support team, ensuring that the team is focused on delivering the LGA's business plan.
2. To ensure effective budget and risk management is in place for all the teams in the Leadership and Productivity Division.
3. To deploy administrative support across the Division to ensure that all teams are provided with high quality administrative support.
4. Ensure the LGA support offer is continually refreshed and updated through an annual process of consultation and engagement with the sector.
5. Lead the annual negotiation of an MoU with MHCLG outlining the support to be provided to the sector and the level of funding required to deliver it.
6. Support the Head of Improvement in maintaining a culture of continuous improvement across the division.
7. Lead/work as part of a team, building a culture of flexible and collaborative team working to ensure that the LGA meets its business objectives and responds effectively to new or changing requirements.
8. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies.
9. Undertake any other duties and responsibilities appropriate to the post.

Specific Accountabilities:

1. To lead and manage the Improvement Support Team.
2. To co-ordinate and manage the work programme of the Improvement and Innovation Board, ensure Board members are regularly updated about the progress of the work and have opportunities to engage in it.
3. Work collaboratively with LGA politicians and officers to maintain up-to-date knowledge about local government performance and contribute to LGA positioning and practice including promotion of councils that are carrying out innovative work.
4. Build effective and collaborative working relationships with MHCLG officials and senior colleagues within LGA/IDeA to support the smooth negotiation, agreement and delivery of the MoU with MHCLG.
5. With colleagues in the Division develop and maintain a range of mechanisms to identify and promote good and innovative practice in the sector.
6. Commission/undertake research, horizon scanning and intelligence gathering to establish strong evidence base that informs and influences the policy agenda; ensure that the findings are shared across the LGA.
7. Prepare reports, policy papers and briefings for lead LGA Members and managers on sensitive and complex issues relating to the LGA's position on policy issues; contribute to external briefings, publicity and marketing materials on behalf of the LGA.
8. Work with the Events team to develop events that support improvement in local government; participate as required in national and international events, conferences and seminars to promote and improve knowledge of the policy and improvement agenda in local government.
9. Maintain an up to date understanding of the performance challenges facing councils collectively, working with colleagues across the LGA to contribute to shaping and delivering appropriate improvement and support activities.
10. Develop and maintain relationships across local government and central government, elected members, regulatory bodies, professional societies, voluntary and private sector business and partner organisations to ensure influence of sector improvement and promote the LGA's contribution at a national and regional level.
11. Ensure that key findings, learning and impact are widely understood and integrated across the LGA in order that the LGA's services are closely aligned to the experiences and priorities of the sector
12. Work with colleagues across the LGA to ensure that the LGA's direct support to councils supports and informs improvement across a range of council priorities and services in line with the LGA's priorities
13. Participate in national and sub-national events to improve knowledge of developments within local government and the products and services of the LGA.

Relevant Contacts

Senior officers and senior members including Leaders of councils

Sector experts and professional bodies

National, regional and sub-regional organisations and groupings of councils

MHCLG and senior civil servants

Other government departments

LGA

Improvement and Innovation Board members

Head of Improvement

Principal Advisers

Programme Heads

Person Specification: Improvement Manager

Knowledge and experience	<ul style="list-style-type: none">• Understanding of local and central government, their roles structures and relationships.• Understanding of key government policies and the policy making/ legislative process• Record of achievement in complex political environments, preferably in local or central government.• Understanding of the local government policy and improvement agenda• Proven experience of:<ul style="list-style-type: none">- building and maintaining effective relationships and partnerships.- contributing to the development of strategies, interventions and innovative solutions to complex issues- managing performance- project management, demonstrating the ability to meet targets in respect of deadlines and resources.
Skills & abilities	<ul style="list-style-type: none">• Proven political awareness and sensitivity to ensure credibility with politicians, senior managers, key stakeholders and staff.• Proven ability to lead others and manage staffing and financial resources• Strong analytical skills including the ability to interpret evidence and identify trends• Excellent interpersonal skills, with the ability to influence and negotiate with a wide range of stakeholders effectively• A team player, willing to work flexibly to meet changing priorities• Proven ability to deliver under pressure, prioritising work against competing demands to meet deadlines.• Highly developed written and oral communication skills, including the proven ability to speak confidently in public and to present complex ideas in a clear and comprehensible way.• Self-motivated and self-supporting• Intellectually agile and innovative, capable of translating ideas into policy and practice• High level awareness of media and presentational issues, and ability to work with politicians and media professionals to shape and project credible public positions.• Demonstrable skills in leadership of teams consisting of a diverse range of participants with a variety of skills/backgrounds• Commitment to personal and professional development.