

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE: Development Officer

DIRECTORATE: Climate, Homes and Economy

SERVICE: Housing Regeneration & Delivery

GRADE: PO3- PO5 linked/career grade

LOCATION: London Borough of Hackney

RESPONSIBLE TO: Development Manager

RESPONSIBLE FOR:

PO3 - Apprentice

PO4 - Directing and steering external consultants and project teams to deliver housing regeneration projects in multi-disciplinary project teams.

PO5 Some direct line management will be required & Directing and steering external consultants and project teams to deliver housing regeneration projects in multi-disciplinary project teams.

PURPOSE OF THE JOB:

You will support the delivery of high profile housing regeneration schemes on Council owned land, and with contractors and development partners, you will play a key role in the Council's ambitious Housing Regeneration and Delivery programme. You will work to drive the delivery of well designed affordable homes, creating exemplary places, and ensuring that housing delivery and regeneration schemes truly benefit Hackney's communities.

As a member of the Housing Regeneration & Delivery team you will contribute to the achievement of the Manifesto priorities and the Council's corporate objectives.

You will contribute to achieving the strategic objectives of the Housing Regeneration and Delivery Programme - championing good design, sustainability and building safety, and will be responsible for the effective management of staff to deliver services that will achieve the continuous improvement of the Council.

You will report to a Development Manager in the Housing Regeneration & Delivery service and will work closely with senior officers in the Economy, Regeneration and New Homes Directorate, along with officers from the Property, Legal, Procurement, and Finance departments. The Development

Officer will be responsible for supporting, developing and delivering elements of the Housing Regeneration and Delivery programme on specific sites, from inception to completion, including procuring consultants and contractors/developers, navigating the design and planning process supporting commercial negotiations with contractors, developers and other interested parties.

Specific Role Accountabilities:

1. Devise, steer and deliver existing Housing Regeneration and Delivery projects and programmes, and establish new Housing Regeneration and Delivery projects and programmes.
2. Support Housing Regeneration and Delivery functions, in particular to be responsible for specific development projects in the borough, ensuring value for money and the effective use of Council assets.
3. Secure external funding for Housing Regeneration and Delivery projects and programmes.
4. Partnership working and stakeholder engagement with other Council services such as Housing Services, as well as residents, Tenants' and Resident Associations, Resident Steering Groups, landowners, businesses, developers, community groups and other local organisations to identify and deliver Housing Regeneration and Delivery projects that maximise opportunities for residents, promote social inclusion and improve people's quality of life.
5. Deliver ongoing and demonstrable improvements in access to services for our residents.
6. Support and deputise for the Development Manager.

CONTEXT/WORK ENVIRONMENT:

1. The role is part of the award winning Housing Regeneration and Delivery Service. The role reports to a Development Manager.
2. Hackney Council has a reputation for bringing forward innovative approaches to housing delivery. The post holder will be required to balance competing interests of stakeholders and partners across the Council and externally in a commercial environment. The role will require the post holder to be creative and resilient, delivering innovative solutions to strategic and operational challenges to deliver high quality, sustainable housing regeneration schemes, which benefit Hackney's residents and communities.

KEY ACCOUNTABILITIES

All grades:

Management of People

1. To be responsible for the line management of a member of staff within the Housing Regeneration and Delivery service -such as an apprentice, Hackney 100 work placement, kickstart placement or a management trainee.
2. To be responsible for the supervision of external consultants and project teams in relation to the delivery of stakeholder engagement and Housing Regeneration and Delivery projects.
3. To work collaboratively and make sure that this supports the delivery of specific projects and corporate programmes.
4. Some direct line management responsibilities may be required at higher grades. The post holder will provide support to junior members of staff.

Strategic Thinking and Planning

5. To support the delivery of housing regeneration in the borough.
6. To take responsibility and accountability for specific project work ensuring that they are of the highest quality and responsive to local needs.
7. To contribute to service improvements and service development and wider divisional and directorate objectives as they apply to the function area.
8. To ensure that performance review mechanisms are in place in the team to monitor progress and achievement of objectives and goals.
9. To identify new opportunities for internal and external funding to support housing regeneration projects.
10. To identify and support the implementation of new and innovative ways of working and service delivery.
11. To devise an approach to, and support the implementation of, stakeholder engagement to deliver successful housing regeneration projects.

Managing Services and Delivery

12. To ensure that duties are carried out in accordance with the Council's policies and Code of Conduct, incorporating the principles of valuing diversity and contributing to being an anti-racist organisation.
13. To contribute significantly to the service delivery, developing and implementing customer-focussed standards in a regulatory environment, meeting identified performance indicators.
14. To be aware and act upon cross-service and corporate aims and procedures, contribute to initiatives which are intended to enhance service delivery, foster partnerships and liaison with external agencies and organisations, and attend working parties/meetings which pursue closer working arrangements, both within and outside the Council.
15. Organise work processes to deliver team responsibilities on time, on budget and to agreed quality standards to ensure that the work carried

out by the functions for which the post holder is responsible is in accordance with required Council standards and standing orders, legal requirements and national and local objectives and that adequate monitoring and auditing processes are in place.

16. Contribute to the development, implementation and delivery of Council's regeneration strategy and planning policies, ensuring regeneration objectives maximise opportunities for residents, promote social inclusion and improve people's quality of life.
17. Deliver and contribute to physical, social and economic regeneration projects with key Council and external partners to deliver high quality, sustainable projects within defined project parameters.
18. Undertake options appraisals and risk assessments, investigate and research information required supporting the analyses.
19. Assist the Development Manager with the following areas of work:
 - Procurement of services, contract management and maintaining an audit trail
 - Implementation of S106 Agreements
 - Development of strategy and policy
 - Design workshops, planning panels etc
 - The handover process to Housing Services who manage the homes.
20. Monitor works either due to start or currently in progress, bringing to Senior Management's attention any additional works which may need to be undertaken to ensure timely delivery of the overall programme.

Communication

21. To plan and engage in consultation, as appropriate, with residents groups and other stakeholders and ensure that the views expressed are taken into account in the development of strategies, selection of projects and the procurement process.
22. To investigate residents' complaints, Member's Enquiries and Freedom of Information requests, provide reports to the Project Manager and draft replies as required.
23. To liaise and work in partnership with key stakeholders and delivery partners to ensure that appropriate information is available and taken into account in order to discharge duties effectively.
24. To network and liaise with other Council staff and other organisations, in particular Housing Services to coordinate regeneration activities and support residents, and the wider community including businesses.
25. To act as an expert spokesperson for the Council on issues related to housing regeneration and delivery work, representing the team as required and ensuring that communications with colleagues, Council Members, the public are credible and effective.
26. Support the production and presentation of programme and project reports and briefings to Directorate Management Teams, Council Committees and other Council boards and steering groups.
27. To support the development and delivery of communications, consultation and engagement plans and strategies, working with the Council's Communications Team.
28. Communicate in a confident, authoritative and assertive manner that is in line with established policies, practices and priorities of the Council and maintains and enhances its credibility.

29. Briefing and working closely with Ward Councillors and deputising for the Development Manager, as appropriate.
30. To act as the central point of contact for residents and other stakeholders, and to service all residents meetings as appropriate.
31. To ensure that all issues raised by residents are recorded and brought to the attention of the Development Manager as appropriate.

Partnership Working/ Personal Effectiveness

32. To take a proactive role in ensuring that links with the community and other service users are developed in a responsible and inclusive manner, ensuring particular attention to the needs of disadvantaged groups
33. To take the lead working with Tenants' and Resident Associations, Resident Steering Groups, neighbouring boroughs, partners, public stakeholders, affordable workspace providers and end users, businesses, and the community to ensure delivery of regeneration objectives
34. To facilitate effective cross-department working and to share learning from relevant projects and ensure that a common approach is adopted on all projects

Managing Projects and Resources

35. Assisting the Project Manager in the completion of project progress reporting against agreed milestones.
36. Preparing reports as required for resident groups, the 'Capital Asset Steering Board' and 'Housing Delivery Board' as appropriate.
37. Representing the Directorate and Service Area as required.
38. Taking the lead for specific small and medium sized projects working to agreed deadlines with identifiable outcomes.
39. Assisting the Development Manager in undertaking robust and comprehensive financial appraisals of Council land and assets and reviewing and analysing information relating to housing delivery sites and agreements provided by external parties.
40. Assisting the Development Manager in monitoring the budget for projects, ensuring they are effectively controlled within cash limits, and driving down spend where appropriate.
41. Taking the lead in identifying IT needs to ensure the service area maximises the use of available resources.
42. Assisting the Development Manager with the development and coordination of complex programmes across diverse projects, including the allocation of work and providing support to junior members of staff.
43. Assisting the Development Manager in developing and embedding new initiatives which seek to ensure ongoing service improvement.
44. Providing regeneration / planning / procurement process support to assist in the delivery of the overall housing regeneration programme.
45. Ensuring the service facilitates development opportunities and innovative solutions.
46. Assisting the Project Manager in maximising community benefits through the development process ensuring positive outcomes for the Borough residents.

47. Supporting the smooth handover of schemes to Housing Services, including liaising with internal and external stakeholders such as external contractors, Housing Services officers, Decants and Allocations officers, Tenant and Management Organisations (as appropriate) to fulfill required handover processes, including coordinating demonstration events.

In addition to PO3 above, the career graded key accountabilities are set out below

And additionally at PO4:

1. Chairing programme/project meetings in the absence of the Development Manager/Senior Development Manager/Construction Manager or Programme Manager and facilitating consultation briefings and workshops.
2. Leading on elements of projects, including internal projects and programmes, reporting directly to senior managers.
3. Leading on the development and coordination of the work programmes including the allocation of work.
4. Identifying, developing and promoting partnerships and initiatives with relevant internal/external bodies to maximise funding opportunities that lead to improvements in service delivery.
5. Briefing senior managers.
6. Producing and using analysis in order to inform creative solutions and approaches to complex problems.
7. Keeping up to date with regeneration, housing delivery, and local government policy and ensuring that, as far as possible, delivery reflects industry best practice.
8. Writing bid submissions to secure internal and external funding for regeneration projects.
9. Managing external consultants on specific commissions with responsibility for delivery, budget, programme and performance.
10. Managing and/or supporting complex elements of projects such as Compulsory Purchase Orders, if relevant.

And additionally at PO5:

1. Taking responsibility for work with significant but localised risk (e.g. sensitive communication with staff and partners when implementing change).
2. Working in partnership with senior stakeholders, including commercial stakeholders (such as landowners and developers) in a commercial setting.
3. Preparing briefings for Cabinet Members.
4. Project initiation - identifying areas of need, developing and driving innovative solutions to problems according to specific needs; including appropriate routes to funding.

5. Developing, planning, implementing and maintaining cost effective strategies and efficient systems for engaging consultants, sub contractors, stakeholders and others qualified and engaged in service provision and delivery.
6. Line managing 1-3 members of staff including apprentices, Hackney 100 work placements, kickstart placements or a management trainee.
7. Leading a Housing Regeneration and Delivery project with some oversight from the Development Manager, including managing appointments and contracts, project teams, budgets, project risks and issues, stakeholders, and statutory consultees.

PERSON SPECIFICATION:

All grades:

QUALIFICATIONS

1. A recognised qualification in construction, design, planning, regeneration, property or development is desirable.
2. A project management qualification is desirable.

COMPETENCIES

Technical Experience / Skills and Knowledge:

You should have demonstrable experience of the following:

1. Experience in housing delivery, development, regeneration and/or property related experience and evidence of continuous professional development in these fields
2. Experience of delivering regeneration schemes and steering them through some of the development process, for example, briefing and strategic direction, design and planning processes, financial appraisals and project finance, statutory approvals, client approvals, procurement of development and construction, construction, completion, handover and aftercare.
3. Understanding of relevant technical matters relating to site development, especially procurement, design, project finance, housing development standards, planning and legal agreements for land and development transactions.
4. Experience of managing successful engagement with a wide range of stakeholders as part of a housing delivery / regeneration project working towards one common purpose or set of goals
5. Experience of preparing and presenting reports, briefing notes, and information to diverse audiences including from time to time, Elected Members

6. Experience of undertaking negotiations, as well as persuading and influencing decisions
7. Experience of building effective working relationships with local authority senior managers and ward Councillors
8. Experience which demonstrates a capacity to engage local communities in housing delivery, land use, regeneration and planning issues
9. A track record of strong and effective leadership, with proven ability to provide direction and working on their own initiative
10. IT proficient in a range of packages including Microsoft Word, Excel and Powerpoint; Google Suite (Google Docs, Sheets and Slides)
11. Experience of commissioning and managing professional consultants
12. Experience designing and leading internal and external stakeholder and public consultations
13. Experience of partnership working with the public, private, voluntary & statutory agencies in developing integrated housing delivery and regeneration activities.

Knowledge:

1. Knowledge of the current political environment, regeneration, and policy in Hackney, London, and the UK.
2. Understanding of devising and delivering housing delivery, regeneration, procurement and planning strategies
3. Knowledge of the planning and development process including, Section 106 and the Community Infrastructure Levy
4. To understand complex propositions, be able to analyse data/technical reports and make recommendations to Development Managers and senior managers
5. Understanding of research methodologies and techniques and of undertaking and/or of commissioning research, evaluations and reviews (quantitative and/or qualitative) for example of Post Occupancy Evaluations
6. Using evidence to inform decision making and improve the service
7. Understands the principles of co-design and co-production and be able to support colleagues to undertake projects using co-design and co-production principles and methodologies.

Ability:

1. Take personal responsibility for maintaining and developing professional knowledge and expertise and identifying training needs.
2. The ability to apply knowledge and experience within the context of organisational culture, corporate objectives and customer needs.
3. Ability to use a broad range of information and evidence to develop innovative approaches to solving complex problems.
4. Ability to contribute to the longer term development of the service area.
5. Ability to manage a complex workload, achieve targets and respond flexibly to changing needs and demands.
6. Ability to write clearly and accurately, and communicate effectively, with

an appropriate sense of audience e.g. committee reports, commissioning briefs and funding applications.

In addition to PO3 above, the career graded key accountabilities are set out below:

And additionally at PO4:

1. Experience in funding bid writing, development of tender briefs and project plans.
2. Experience managing significant budgets in a regeneration/housing delivery /economic development context.
3. Experience managing cost plans and the financial management of significant capital budgets - managing complex budgets so that there is a planned proactive approach to budget control and planning.
4. Ability to successfully lead project teams.
5. Experience in developing solutions to very complex high profile and potentially sensitive issues.
6. Experience of relationship and stakeholder management and partnership development and collaboration at a senior level.
7. Experience in designing, delivering, managing risks and realising benefits from projects involving a range of stakeholders.
8. Experience of commissioning, procurement and contract management.
9. A sound understanding of current thinking, debate, policy and practice relevant to housing delivery in the public sector.
10. Experience working with residents and community groups to facilitate co-design and co-production.
11. Evidence of providing a clear sense of leadership within the team and/or project teams and direction working proactively and taking ownership of problems.
12. Experience working across a number of different service areas and contexts across an organisation.
13. Experience developing a complex evidence base and of the practical application of this to support strategic decision making within the public sector.

And additionally at PO5:

1. A track record of delivering and managing complex and multi-dimensional regeneration projects and programmes in a manner that promotes equality of opportunity.
2. Ability to successfully provide line management support.
3. Experience in developing complex and cross cutting policies and strategies at a corporate and borough level and of putting these into practice.
4. Ability to proactively engage with managers, elected members and external partners, bringing together relevant stakeholders as necessary around specific issues and represent the Council at external forums.
5. Experience of undertaking service reviews involving a range of stakeholders, and designing and implementing change.

Other notes

1. The post holder must be aware of and comply with health and safety legislation and Council health and safety policy as relevant to their post.
2. Required to work outside of office premises, and normal office hours and to attend evening meetings or committees.
3. The post holder will be expected to undertake such other additional duties or responsibilities, consistent with this role as may be required from time to time.