**Job description**

**Job title:** Programme Officer – Building Safety

**Grade:** 7

**Post number:**

**Directorate:** Housing and Land

**Unit:** Housing

**Job purpose**

To support the administration and delivery of GLA programmes established to improve the quality and safety standards of residential buildings in London.

To monitor and report on overall programme performance and budget. To assist with all aspects of programme delivery including processing applications and payments, managing input from legal and technical advisors, budget and risk management, and communications. To assist Senior Programme Officers to process applications and payments, and complete compliance audits and other relevant monitoring.

**Principal accountabilities**

1. Support the Senior Programme Officers and the Contracting and Compliance Manager to administer all aspects of the GLA programmes established to improve the safety of residential buildings.
2. Collect, analyse and report on performance information and other data, to inform overall programme management and reporting. Produce reports on performance across the programme for senior level internal and external audiences.
3. Validate applications prior to assisting with appraisal of applications, contracting, and managing and monitoring applicants’ performance against contractual obligations and expected outcomes.
4. Build excellent working relationships, both internally and externally, and represent the GLA at external events.
5. Assist in management and monitoring of multi-million pound budgets, reconciling actual income and expenditure with approved budget allocations.
6. Prepare reports, briefings, presentations and marketing materials on services for a range of audiences, including the Mayor’s Office.
7. Lead on implementation and management of the team’s information sharing functions, including preparation of bundles prior to assessment and decisions.
8. Act as the main point of contact for receiving and responding to casework in respect of residents of unsafe buildings in London, analysing and deciding when further investigation, action or escalation is required.
9. Manage staff and resources allocated in accordance with the Authority’s policies and Code of Ethics and Standards.
10. Realise and promote the benefits of London’s diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London’s communities.
11. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-departmental and cross-organisational groups and project teams

**Key contacts**

**Accountable to:** Contracting and Compliance Manager

**Accountable for:** Resources allocated to the job

#### **Principal contacts:** GLA housing teams, building owners, central Government, Homes England, London Boroughs and external consultants.

**Person specification**

**Technical requirements/experience/qualifications:**

1. Appropriate Degree level qualification and/or appropriate professional qualifications/membership and/or demonstrable and relevant experience and skills
2. Experience of supporting the delivery of a complex project or programme
3. An understanding of the GLA’s commitment to equality and diversity.

**Behavioural competencies**

**Building and managing relationships**

…is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 Indicators of effective performance

* Identifies opportunities for joint working to minimise duplication and deliver shared goals
* Develops new professional relationships
* Understands the needs of others, the constraints they face and the levers to their engagement
* Understands differences, anticipates areas of conflict and takes action
* Fosters an environment where others feel respected

**Planning and organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 Indicators of effective performance

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Research and analysis**

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 Indicators of effective performance

* Proactively seeks new information sources to progress research agendas and address gaps in knowledge
* Grasps limitations of or assumptions behind data sources, disregarding those that lack quality
* Analyses and integrates qualitative and quantitative data to find new insights
* Translates research outcomes into concise, meaningful reports
* **I**dentifies relevant and practical research questions for the future

##### Decision making

…is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 2 indicators of effective performance

* Takes decisions as necessary on the basis of the information available
* Makes decisions without unnecessarily referring to others
* Involves and consults internal and external stakeholders early in decisions that impact them Identifies potential barriers to decision making and initiates action to move a situation forward
* Demonstrates awareness of the GLA’s decision making processes and how to use them

##### Problem solving

…is analysing and interpreting situations from a variety of view points and finding creative workable and timely solutions.

Level 2 indicators of effective performance

* Processes and distils a variety of information to understand a problem fully
* Proposes options for solutions to presented problems
* Builds on the ideas of others to encourage creative problem solving
* Thinks laterally about own work, considering different ways to approach problems
* Seeks the opinions and experiences of others to understand different approaches to problem solving

***Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.***