**Job description**

**Job title: Senior Project Officer (Rough Sleeping)**

**Grade: 7**

**Post number: GLA1990**

**Directorate: Housing and Land**

**Unit: Programmes, Policy and Services**

**Job purpose**

To support the delivery of the strategic and operational outcomes set out in the pan-London rough sleeping commissioning strategy and all associated plans, through the development and delivery of the Mayor’s rough sleeping programme.

To monitor and report on overall programme performance and budget. To assist with procurement and to support contracted services to achieve outcomes to time, budget and quality specifications, through regular monitoring of activities.

**Principal accountabilities**

1. Support the Project Manager (Rough Sleeping) and the Services and Commissioning Manager to develop service specifications and other tender documentation and to appraise tenders for major, complex projects and services. Lead on all aspects of the procurement of other projects and services, including small grant programmes. Ensure that all commissioning follows the GLA’s financial, contractual and procurement compliance requirements.
2. Collect, analyse and report on performance information and other data, to inform the commissioning strategy and service outcomes and specifications. Produce reports on performance across the programme for senior level internal and external audiences, including corporate and departmental governance structures and the Mayor's Rough Sleeping Group.
3. Manage and monitor providers’ performance against contractual obligations and expected outcomes, taking ownership of operational and strategic issues. Tackle poor performance, working collaboratively with providers to produce action plans to ensure delivery within contract specification. Identify the need for, and design and undertake, audits and reviews of services. Identify where a default notice is the only option.
4. Lead project teams undertaking monitoring, service reviews and audits of the Mayor's main rough sleeping programme.
5. Undertake monitoring, service reviews, audits and the development and delivery of grant programmes in line with any GLA programme and project management methodology.
6. Develop and maintain operational and strategic networks to ensure successful service delivery. Ensure excellent working relationships at a senior level both internally and externally, maintaining focus on Mayoral objectives through collaboration, encouragement and advice. Represent the GLA at external events.
7. Manage and monitor the budgets of multi-million pound contracted and grant-funded services, reconciling actual income and expenditure with approved budget allocations.
8. Prepare reports, briefings, presentations and marketing materials on services for a range of audiences, including the Mayor’s Office.
9. Deal with queries and problems raised by service providers, assessing if an operational or strategic response is required. Decide whether issues can be resolved under existing service criteria and specifications and, if not, advise on variations in response to changing circumstances.
10. Act as the main point of contact for safeguarding and serious incident reports from providers, analysing and deciding when further investigation or action is required.
11. Manage staff and resources allocated in accordance with the Authority’s policies and Code of Ethics and Standards.
12. 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.
13. 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:** Project Manager (Rough Sleeping)

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

#### **Principal contacts:** Mayoral Advisors, service providers in the voluntary and charitable sectors, London borough officers, central government officers, London representative bodies, and other statutory and voluntary agencies, and functional bodies.

**PERSON SPECIFICATION**

**Technical requirements/experience/qualifications:**

1. Thorough understanding of procurement processes and the legal and operational framework.
2. Good knowledge of policy, procedures and legislation relevant to supplier relationship management.
3. Experience of contract monitoring for homelessness or other social care services.
4. 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.*