

**Job title: Business Requirements Manager – Housing Delivery**

**Grade: 11**

**Directorate: Housing and Land**

**Unit: Housing Purpose**

The post holder will be responsible for engaging subject matter experts across the directorate to scope and develop business requirements for processes, enhancements to existing systems and development of new systems used to support delivery of housing programmes and projects.

## Principal accountabilities

1. Lead on development of the directorate’s business requirements and processes to support the implementation of new programmes and initiatives, ensuring that requirements are robust and deliver desired outcomes.
2. Manage the directorate’s relationship with the Open Project System team to develop business requirements and prioritise implementation of system enhancements and new functionality related to housing and land projects and programmes.
3. Provide guidance on best practice to ensure a consistent approach to project and programme management is adopted across the directorate and undertake evaluation of housing and land projects and programmes to facilitate continuous improvement.
4. Lead on conducting workshops, providing training, guidance and developing clearly documented governance procedures in relation to housing & land programmes.
5. Collaborating with relevant units across the directorate and the Senior Management Team to ensure that the systems required to support new housing and land programmes are fully scoped and are implemented in a consistent manner.
6. Ensure newly developed and existing processes for housing and land programmes comply with GLA’s performance and governance framework.
7. Lead on projects and working groups, representing the directorate internally to implement processes to deliver the Mayor’s housing and land aims.
8. Provide timely responses to queries received via Freedom of Information Act requests, Mayoral Questions, Write-ons and general enquiries and internal and external stakeholders.
9. Realise the benefits of London’s diversity by promoting and enabling equality of

opportunities and promoting the diverse needs and aspirations of London’s communities

1. Realise the benefits of the GLA’s staff policies in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

## Key Contacts

**Accountable to:** Assistant Director – Housing

**Accountable for:** Resources allocated to the role including oversight of Programme Team officers via matrix management on specific projects.

## Person specification

**Technical requirements/experience/qualifications**

* 1. Experience of leading on developing business requirements and processes for new tools and systems to support successful delivery of housing projects and programmes.

* 1. Demonstrable experience in providing constructive challenge to senior managers and operational staff to achieve corporate targets and desired outcomes.
	2. Experience of applying effective evaluation techniques to assess projects and programmes to inform best practice and continuous improvement.
	3. Experience of using feedback gained from a variety of internal and external stakeholders to identify new tools and systems and improve processes.
	4. Demonstrable understanding of the way in which GLA housing and land programmes deliver homes and other positive outcomes for Londoners.
	5. Excellent written communication skills, with an ability to condense complex information into clear objectives for a variety of stakeholders.

## Behavioral competencies

## Strategic Thinking

…is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 3 indicators of effective performance

* Translates GLA vision and strategy into practical and tangible plans for own
* team or delivery partners
* Consistently takes account of the wider implications of team’s actions for
* the GLA
* Encourages self and others to think about organisation’s long term potential
* Informs strategy development by identifying gaps in current delivery or
* evidence
* Takes account of a wide range of public and partner needs to inform

 team’s work

## Problem Solving

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

Level 3 indicators of effective performance

* Clarifies ambiguous problems, questioning assumptions to reach a fuller understanding
* Actively challenges the status quo to find new ways of doing things, looking for good practice
* Seeks and incorporates diverse perspectives to help produce workable strategies to address complex issues
* Initiates consultation on opportunities to improve work processes
* Supports the organisation to implement innovative suggestions

## 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 3 indicators of effective performance

* Expands networks to gain new information sources for research and policy development
* Identifies and implements methods to ensure intelligence is of a high quality
* Encourages others to analyse data from different angles, using multiple perspectives to identify connections and new insights
* Tailors research investment in line with likely impact for Londoners and policy priorities
* Retains a bigger picture view, ensuring research recommendations are appropriate and practical for the GLA and its stakeholders

## 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.

## Communicating and Influencing

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 3 indicators of effective performance

* Encourages and supports teams in engaging in transparent and inclusive communication
* Influences others and gains buy-in using compelling, well thought through arguments
* Negotiates effectively to deliver GLA priorities
* Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
* Advocates positively for the GLA both within and outside the organisation

## Managing and Developing Performance

… is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA’s objectives and statutory obligations.

Level 2 indicators of effective performance

* Seeks opportunities to develop professional skills and knowledge and encourages team to do so.
* Ensures own and others’ workloads are realistic and achievable
* Provides staff with clear direction and objectives, ensuring they understand expectations
* Recognises achievements and provides constructive feedback and guidance
* Gives staff autonomy and confidence to perform well and to their potential

## Organisational Awareness

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 3 indicators of effective performance

* Uses understanding of differences between the GLA and its partners to improve working relationships
* Helps others understand the GLA and the complex environment in which it operates
* Translates changing political agendas into tangible actions
* Considers the diverse needs of Londoners in formulating GLA objectives
* Helps others understand how the media and external perceptions of the GLA influence work

## Reasonable adjustment

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