



# Homes England

## Manager – Delivery Support (E1838N)

Directorate	Development
Team	Delivery Support
Reports to	Senior Delivery Support Manager
Direct Reports	1 – 4
Grade	15
Location	Leeds / Liverpool / Manchester / Newcastle

### Job purpose

Homes England is working towards becoming a mission-based organisation. The key principles for achieving this are:

- Agile ways of working.
- Teams working in a multidisciplinary way.
- Collaboration across Agency departments, particularly Markets, Partners and Places (MPP), Investment & others.
- A Single Pipeline and associated process for identifying opportunities to delivering homes.

The Land Development Directorate has a large portfolio of over 600 live projects, at different stages in their lifecycle, and the number of projects is forecast to grow over the coming years. An effective portfolio management function is essential for the Directorate to make its fullest contribution to meeting the Agency's Key Performance Indicators and other annual targets.

Working within a Homes England performance framework (that translates project, programme, and portfolio management controls into a practical guide), this position is responsible for driving the delivery of Land Development interventions relating to acquisitions, development and disposals that contribute to the housing and delivery objectives of the agency and providing relevant support to colleagues nationally.

In driving the delivery of the interventions, the post holder will be part of a team, providing support to Senior Management and Project Managers and coordinating the monthly, quarterly, and annual reporting cycles, including:

- Analysis of large datasets to present the monthly performance reporting against finance and housing delivery KPI's and PIs
- Monthly line-by-line performance reviews with delivery teams
- Quarterly performance reviews against the directorate's Business Plan

- Annual baseline and target setting, and end of year reviews against same
- Supporting the implementation of an appropriate control environment and preparing and maintaining guidance and project management tools for delivery teams to ensure we are operating a satisfactory 1<sup>st</sup> line of defence

The post holder will work in an agile way supporting the mission-based approach of Homes England. This will involve working collaboratively with partners across the Agency, as multifunctional teams to support key deliverables.

## Key relationships

- All other Business Management and Delivery Teams within the Development Directorate
- Homes England corporate functions
- Finance
- Risk
- Audit
- Spatial Solutions
- Markets, Places and People (MPP)
- MHCLG finance

## Key accountabilities and responsibilities

- To provide support to the Senior Manager in the management of the programme budgets and targets, contributing to the start of year target setting and providing regular analysis on delivery progress against targets to a number of internal and external audiences including Senior Management. Support responses to regular and ad-hoc internal and external commissions; sourcing data and collating and validating responses.
- To provide support to Project Managers and Development Directors through the provision of programme and system guidance, training, and online tools to enable them to deliver Acquisition, Planning and Enabling, Disposal and Partnering Interventions across the lifecycle of the project.
- To contribute to the month end and year-end processes including the monthly programme reporting and MI pack production ensuring accurate, quality assured data is reported in a clear and visually pleasing way
- To provide support to the monthly/ quarterly review meetings with all delivery teams including the setup, report production, and coordination of the meetings and ensuring accurate actions from the meetings are recorded and disseminated. Provide data insight into the positions for Delivery Team Directors to support the meeting discussions.
- To present a clear, concise narrative when delivering reports and briefings to Development Directors and Senior Management and other internal audiences to support effective decision making. To represent the directorate at cross organisational meetings, focused particularly on project/programme performance and risk
- To support the Senior Manager in working with Homes England finance teams on the management of the expenditure and receipts budgets for the Land programmes including contributing to fiscal

events and responding to other ad-hoc budget queries and events

- To work closely with other members of the Land Business Management function and other Agency teams, including; Digital, Spatial Solutions and Land Systems and Processes, as the intelligent client to review and develop project systems to support the Land programme requirements, and to improve ways of extracting and presenting project and portfolio information to make reporting processes more efficient. To undertake UAT and produce supporting system guidance and communications.
- To provide insight into reporting trends and highlight and escalate programme and project level risks from large and complex data sets, communicating these to senior management and wider audiences, including options for mitigating these risks
- To proactively manage data improvements, implementing preventative measures for data errors (eg system fixes), identifying data gaps and working with other teams across development support to put in place and monitor processes to ensure data improvements.

Homes England Employees are expected to be flexible in undertaking duties and responsibilities commensurate with the general character of the role and level of responsibility.

## Key skills, knowledge and experience

- Good understanding of the Development business area and good understanding of performance management in the context of a portfolio of projects
- Experience in using Intermediate MS Excel and Business Intelligence. Excellent oral and written communication skills to support the promotion of the team objectives
- Ability to work to tight deadlines whilst being methodical with good attention to detail and have excellent organisational skills. Ability to work effectively under pressure and at pace
- Degree level qualification and/or appropriate professional qualifications/membership or equivalent experience (Accounting qualification is desirable)

## Key competencies







- Strategic Thinking – ability to think strategically to manage net budgets across the Development portfolio
- Analysis and Planning – ability to understand and communicate complex information from large and sometimes incomplete datasets
- Focus on Results – focus on goals and targets and escalation measures required to achieve them

## Key performance measures

- In-year delivery targets set for expenditure, receipts, housing outputs and key milestones
- Monthly review meetings for all delivery teams completed
- Month-end finance and housing output reporting completed against in-year targets
- Working with other teams across Land Business Management to ensure data is accurately recorded in systems and accurately reported
- Lead by example to embed positive behaviours through own actions and that of the team

## Values and key behaviours

Homes England colleagues are expected to be flexible in undertaking duties and responsibilities commensurate with the general character of the role and level of responsibility.

					
<b>Respectful</b> As the core principle, this runs through all our values and behaviours	<b>Impactful</b> We combine our <b>commercial expertise with social purpose</b> to deliver value for money and maximise our positive impact	<b>Accountable</b> We are <b>empowered to lead by example</b> , take responsibility for our actions and speak up for what's right	<b>Innovative</b> We are <b>bold, creative thinkers</b> who embrace change, never stop learning and always look for a better way to do things	<b>Inclusive</b> We <b>recognise and value everyone as individuals</b> and draw strength from our differences	<b>Collaborative</b> We share information, align priorities, and use <b>our collective knowledge and experience</b> to achieve great results