



Delivery Manager

Transforming Programme Delivery National Capital Programme Management Service (NCPMS)

Candidate Information Pack

Job title: 3 Delivery Manager (s)
Job location: Warrington, Exeter, Solihull/ Birmingham
Date: December 2018
Reference: 9626

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1. Our organisation

Our organisation

At the Environment Agency, there's so much more to our work than building flood risk management schemes or regulating industry. We strive to ensure that everything we do counts towards leaving a legacy to be proud of - for people, communities and the environment - for all of us to enjoy and for future generations. Join us and each day, you'll go home knowing that your work really makes a difference to people's lives, livelihoods and our natural environment.

Ultimately, we work to create a better place for people and for wildlife, including reducing the impact of our changing climate. There are many and varied aspects to our work, such as flood and coastal erosion risk management, the creation and ongoing management of environmental assets, improving water and air quality, protecting natural habitats and the sustainability of land and resources; these areas and more come under our remit. During times of environmental incidents, we work collaboratively with other organisations, taking the lead or providing assistance as required, to ensure our communities are supported and recovery is effected as soon as practicable. All in all, this makes the Environment Agency an exciting, creative and influential place to work, where we create the climate for people to be themselves and feel good about coming to work.

For more information on the Environment Agency and what we do, please visit:

www.environment-agency.gov.uk/aboutus

[Website](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Instagram](#) | [Flickr](#) | [YouTube](#)



2. Transforming Asset and Programme Management

We are looking for leaders to join our **National Capital Programme Management Services (NCPMS) team**, who have passion for enabling change, building high performing collaborative teams to deliver quality asset programmes of work.

The Environment Agency is continuing to evolve the way it works to provide more efficient and effective programme management and delivery. We aim to optimise the way we use our resources and funding opportunities to deliver even more for our communities and the environment.

The [Defra 25 year Environment Plan](#) commits the government to 'all possible action to mitigate climate change, while adapting to reduce its impact'. The Environment Agency has a major part to play in delivering this plan. As we drive delivery of our current £2.6bn capital programme, to better protect 300,000 homes from flood and coastal erosion by 2021, we continue to plan and prepare for future risk as the climate changes.

We cannot deliver these commitments alone and working with our supplier delivery partners we want to build on current expertise and partnerships to become exemplar as a client and infrastructure provider. As an early adopter of [Project 13](#), an initiative from the infrastructure sector focused on improving project delivery and asset management, we are learning from industry best practice to further develop our capability and invest in a new collaborative approach to achieving sustainable integrated outcomes.

Our 'Next Generation Supplier Arrangements' (NGSA) commercial framework will deliver new collaborative working arrangements with our supplier delivery partners. Our ambition is to change how we do things to enable a greater opportunity to innovate, optimise our resources, drive shared outcomes that deliver increased value and place sustainability at the heart of everything we do. This change will require all those involved in asset management and delivery of our programmes to work differently, embedding a culture that leverages the significant benefits that can be achieved through sharing and learning from others.

From the 1 April 2019 we are establishing 6 geographically based collaborative delivery hubs that will bring together teams from the Environment Agency and our supply chain to manage, design and construct our future asset programmes of work.

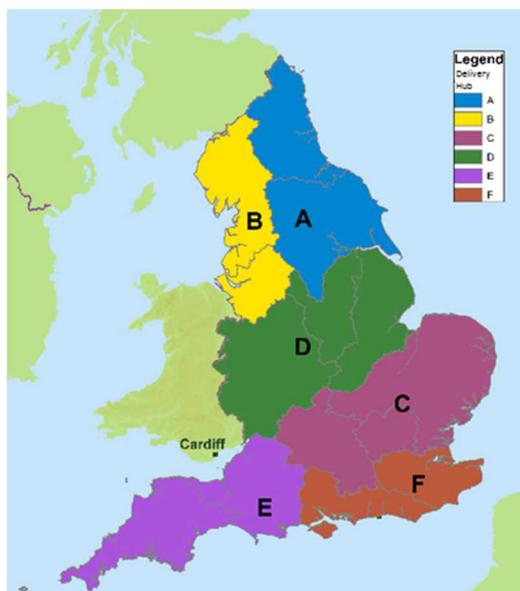


3. The role

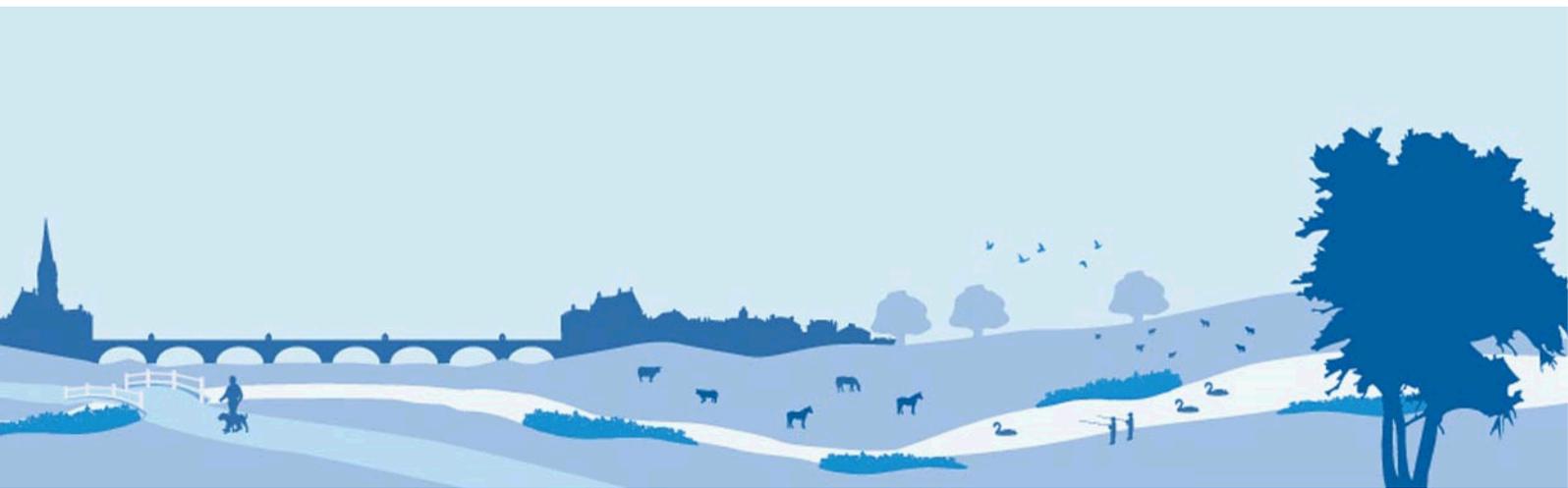
The Delivery Manager is an operational management role that sits at the heart of asset and programme delivery reporting to the Deputy Director for National Capital Management Services (NCPMS).

The role is accountable for the performance of Programme and Contract Management services across a geographical Delivery Hub for two to three operational Areas, leading and facilitating collaborative working between Environment Agency teams and suppliers to deliver complex programmes of work.

The map below illustrates the geographical delivery boundaries that each hub covers;



Building long term trusted relationships will be key to the success of this role as you establish an integrated delivery team, bringing together multi-disciplinary professionals from across the Environment Agency and its supply chain partners. Working within a new commercial framework the role will focus on ensuring we optimise and improve performance of our delivery, driving value from our asset programme. Working alongside Area Directors and other Programme Sponsors you will ensure that business needs of programme delivery are addressed, co-ordinating effective delivery, promoting innovation and harnessing the skills and expertise of others to deliver mutually incentivised goals with our partners.



As a Delivery Manager of a geographical hub you will have direct responsibility for leading and managing dispersed teams of typically between 50-100 staff specialising in Programme, Project and Contract management disciplines. Your level of influence will be far wider as you bring together teams from across the hub to enable the successful delivery of a multi-million pound programme of works.

In your role you will be expected to support and enable our incident management activities.

Principal accountabilities

- **Build and lead a co-located, integrated team of Environment Agency and Supplier Delivery Partners** that are capable of working collaboratively to deliver two or three agreed Area Programmes.
- **Lead and facilitate** the alignment, coordination and collaboration between partners, in establishing a culture of effective challenge, empowerment, and innovation to deliver value through our asset programme and drive continuous improvement.
- **Ensure the viability and delivery of an annual programme for each Area** taking into account scale of workload, resource capacity and capabilities, continuous improvement activities and programme objectives and targets.
- **Champion the Programme's governance arrangements** as a core member of the Area Programme Boards to ensure effective performance management and appropriate escalation and resolution of issues across programme and project delivery.
- **Build and manage stakeholder relationships** with the supply chain and senior stakeholders across the business, embracing diversity of skills, backgrounds and experience.
- **Monitor and advise on key strategic risks** facing the Area programmes from a delivery perspective, advising on mitigation actions.
- **Ensure that an effective and appropriately skilled team is maintained and developed** and individual and team performance is optimised in line with strategic goals.

Skills/Abilities/Experience

- Proven track record of successfully leading and building new teams from across different organisations and disciplines to deliver mutually agreed outcomes.
- Ability to lead staff through cultural change with evidence of where you have fostered inclusive working environments that support innovation and leverage benefits through collaborative working.



- Experience of successful management of capital asset programmes with multi-million pound budget, demonstrating understanding of commercial, financial and legislative requirements, including management of external suppliers and contractors.
- Experienced in working with programme sponsors, understanding their requirements, and delivering against those needs within agreed tolerances
- Successful track record in managing health, safety, environment and wellbeing issues.
- Ability to facilitate complex relationships across diverse backgrounds.
- Excellent stakeholder management skills to build and maintain strong relationships with senior stakeholders across the business and with supply chain.
- Ability to network and leverage those connections for mutual benefit
- Skilled communicator who can influence others to move towards a common vision or goal.

Collaborative Behaviours

- **Creates alignment**

...is about understanding the wider context, aligning Environment Agency and delivery partner objectives and caring about the overarching organisational and programme objectives. It's about aligning approaches and activities with these wider, long-term aims. It's about creating buy-in to the vision, developing long-term plans for the future and working across boundaries to add value and achieve sustainable results.

- **Innovating and improving**

...is about adapting to change, continuously improving the way we do things and supporting each other to innovate to find the best solutions. It's about openly sharing ideas, experiences, skills and expertise and learning from successes and mistakes.

- **Working as one team**

...is about creating a shared culture and behaviours and signing up to and demonstrating these. It's about putting the team first, contributing to team performance and trusting each other to deliver. It's about being open, honest and inclusive, giving and receiving support, and respecting different backgrounds, expertise, values, styles and perspectives.

- **Delivering quality outcomes**

...is about committing to shared objectives and working together to find the best way to achieve them. It's about adopting a commercial approach whilst delivering solutions of optimal quality and sustainable outcomes for our stakeholders, partners and communities. It's about responding early, delivering at pace, following through and putting health, safety and wellbeing first.



- **Solving and deciding**
...is about having timely and open conversations about problems, giving and receiving challenge constructively and valuing advice. It's about working together to reconcile differences, explore options and identify the optimum solutions to fit the criteria. It's about making timely, well-supported, transparent decisions and communicating these clearly.
- **Connecting with our stakeholders and communities**
...is about developing and maintaining strong relationships with stakeholders, customers and the communities we serve. It's about engaging with communities early to listen to them and understand their diverse needs before decisions are made. It's about adapting our approach, communication and solutions accordingly, doing the right thing for our customers and communities, along with asking for and acting on their feedback.

Education and Professional Qualification Requirements

Educated to degree level or equivalent, preferably in an Engineering, Environmental or related technical discipline.

Professional membership of the Institution of Civil Engineers, the Chartered Institution of Water & Environmental Management or an equivalent professional body that can be clearly related to this role is desirable.



4. Salary and benefits

Join us in this role and you will enjoy the following benefits:

Grade Rate: Grade 7 - £55,819 up to £60,500 (potential for more for experienced candidates)

Location: Warrington, Solihull* / Birmingham, Exeter
**Please note our Solihull office is expected to close in 2019, after which the role will be based in Birmingham City Centre.*

Hours of work: 37 hours

Leave entitlement: Your leave allowance in these roles will be 27 days plus bank holidays (pro-rata - if part time or an assignment).

We also offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.

Pension: We will enrol you into the Environment Agency Pension Fund (EAPF) on commencing employment, if your employment contract is for 3 months or more. The EAPF is part of the Local Government Pension Scheme (LGPS). It is a career average scheme, which means you will build up benefits based on your pay each scheme year rather than your final salary.

We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. The pension contribution rates currently range between 5.5% and 12.5%. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 18.5%, so this is a very generous scheme.



4. Salary and benefits continued

Work/life balance:

We offer a range of flexible working options, including flexi-time and part time/job share, where possible, so you can strike the right balance between work and home life. We try our best to accommodate personal commitments.

Diversity:

We value a diverse workforce and welcome applications from all sections of the community who wish to join an organisation which values everyone. We particularly welcome applications from Black, Asian and Minority Ethnic (BAME), disabled, female and LGBT+ candidates, so that our team really does represent and understand the communities we work with. We want all our people to feel good about where they work and why they come to work, that they can be themselves without fear of judgement or prejudice and that all views are equally respected and valued. We believe everyone should have an equal chance of achieving their life goals. Diversity: it's in our nature.

Relocation:

If you need to relocate to take up this role, we might be able to offer financial help with this. This will depend on your circumstances, so if it's something you are interested in, please discuss it with us to find out what the options are.

Tenancy deposit loan:

Our Tenancy deposit loan scheme assists permanent employees and individuals employed directly by the Environment Agency on a Fixed Term Contract of more than 3 months, to cover the costs of a deposit for a privately rented home, which can sometimes act as a barrier to moving.

The scheme gives access to an interest free loan to pay for some, or all of, a deposit and can be paid back over a period of up to 12 months (or by the end of your fixed term contract, if you are employed for less than 12 months), directly from your monthly salary.



5. Further Information

Eligibility to apply and continuity of employment

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are also not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

If you have been a member of a Regional Flood and Coastal Committee in the last 12 months we will not be able to continue with your application based on agreed appointment rules related to employing ex-RFCC members. We would welcome an application from you once the 12 month period have passed.

For applicants who currently work in local government or other bodies listed in the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999, you may be eligible for continuous service for the purpose of calculating any future redundancy payment. In addition, if you can demonstrate that you have worked at the Environment Agency immediately before joining the Civil Service and are now being re-employed by the Environment Agency within a period of three years of leaving, you may also count your Civil Service employment for the purpose of calculating your service related entitlements as outlined above. If you are unsure of your status then you should contact your own HR Team.



5. Further Information

Pre-employment Checks

We apply the Baseline Personnel Security Standard (BPSS) check when recruiting staff to our posts. This includes a basic criminal records check.

For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance. Should this be necessary, you will be advised of this during the recruitment process.

Positions based at our London office or roles that require frequent travel to London require CTC level security clearance. This will be confirmed to you during the recruitment process.

Want to find out more?

To find out more about what it's like to work at the Environment Agency, please visit:
<https://www.gov.uk/government/organisations/environment-agency/about/recruitment>





6. How to apply

We use an online recruitment system. To make the application process simple and straightforward, and so that you know how it works and what we need from you, we've put together a few hints and tips. Make sure you have all the information you need about the vacancy. For some jobs, you'll be asked to download a candidate pack, like this one, where you'll find specific application instructions.

The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

Once you've clicked this link you'll then be asked:

- Do you have the right to live and work in the UK?
- Do you have the required qualifications or equivalent experience, which were stated in the job advert?
- Are you currently an employee of this organisation?

Simply answer yes or no and you can carry on with your application. You'll then see the '**Register**' page. Simply complete the details and select '**Submit Registration**' and register to the system. You only need to sign up to the system once; you'll just be able to login next time.

When it comes to the actual application, you need to fill out each section, please be aware that the system will automatically time out if you are inactive for more than 60 minutes. This will result in any unsaved information being lost so make sure you save what you are doing regularly. Once you've finished, your details and information will be saved on the system for any future applications – of course, you can edit your details at any point.



6. How to apply continued

When you apply to the Environment Agency for a job we will ask you to provide your personal data on our application form. We need this information so that we can establish your identity and your right to work in the UK.

You can read our Data Protection Statement on the application process page of our recruitment system. It is also available for reference on each page of the actual application.

Competence Questions/Statement

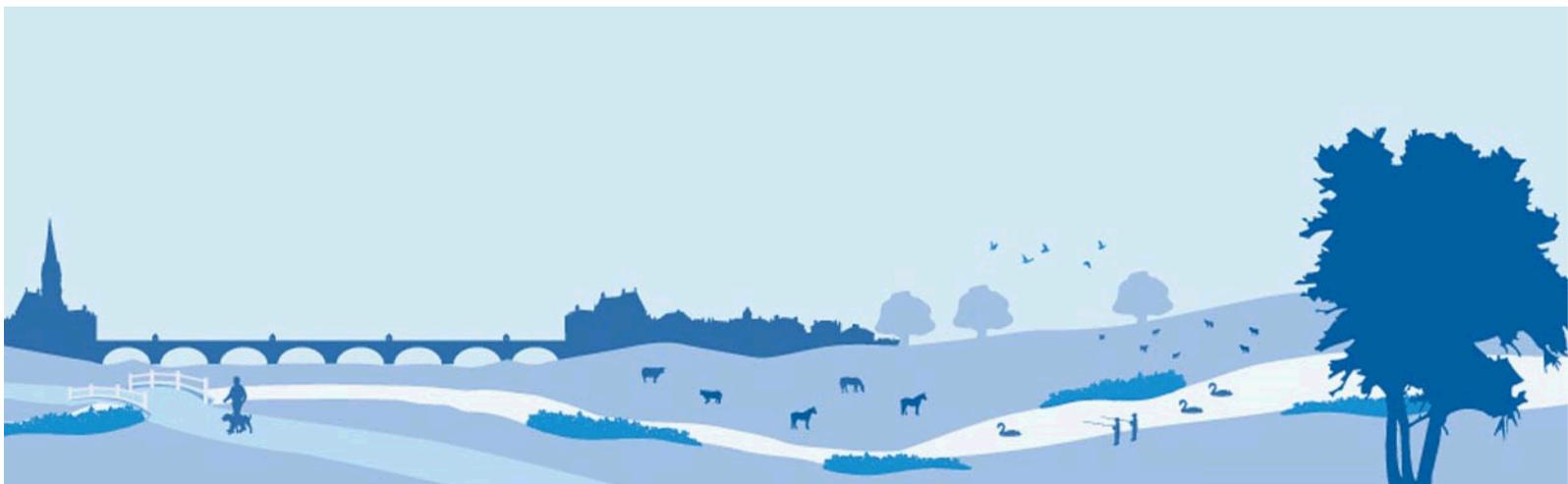
We're keen to know what makes you right for the job you're applying for and why we should ask you in for an interview. The competence questions/statements are your chance to convince us!

You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the job advert and candidate pack). And instead of simply telling us, show us: use real life examples of where you've used a certain skill or how you've practically applied your experience.

There's a 250 word limit per competence including spaces. It's a really important part of the selection process so make sure you keep your statement relevant and concise. Think about what we need to know about you and what you'd bring to the role and our organisation.

Application questions

For some roles, we'll ask you some specific questions, like if you have a preferred work location. If you're disabled and you'd like to be part of our Guaranteed Interview Scheme, you can add this information in here.



6. How to apply continued

Equality and Diversity

We're committed to reflecting the communities we serve and we'd like you to tell us about yourself and your background.

We will consider flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.

Submitting your application

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done.

Please be aware that once you've submitted your application, with the exception of the 'Personal Details' section you will not be able to edit your application further. If you decide to withdraw your application, you will not be able to submit another application for the same vacancy.

If, at any stage, you have questions or problems, please contact the recruitment team on 0845 241 5350 or email ea_recruitment@sscl.gse.gov.uk

Please note that if you are successfully shortlisted, interviews will be held week commencing 4th February 2019.

Setting up 'job alerts'

If you have been unsuccessful with your application you can set up email alerts for future vacancies. You will automatically receive an email when a job that matches your criteria becomes available. To do this simply click on '**create a new job alert**', enter your job criteria and save.