



ROLE DESCRIPTION

Job Title	Digital Delivery Co-ordinator
Salary Band	SCP 24-26
Reporting to	Digital Project Lead (Customer Services)
Directorate	Place
Service Area and sub area	Customer & Operations
Political Restriction	N/A

1. Primary Purpose of the Post
<p>To provide coordinated administrative and operational support to the Digital Project Lead (Customer Services) and the wider Customer & Operations team. The postholder will support agreed digital activity by maintaining accurate and accessible information, documents and service content across internal systems and platforms.</p> <p>The role will coordinate meetings, performance information and internal communications, and provide diary management support for senior managers within Customer & Operations where required.</p> <p>The postholder will use established digital systems and tools to support administrative processes, improve information sharing and ensure consistency of service information, in line with agreed ways of working.</p>

2. Your Responsibilities
<p>Operational Co-ordination</p> <ul style="list-style-type: none"> • Oversee performance and reporting for the wider service area, using digital tools and data-driven methods to support continuous improvement and change initiatives. • Coordinate and facilitate key Service Area meetings across Customer & Operations, ensuring meetings and documentation are effectively managed using digital collaboration platforms. • Produce and submit formal board reports, ensuring content is accurate, visually clear, and aligned with digital reporting standards. • Support the development and maintenance of service information on intranet and digital platforms, ensuring content is consistent, accessible, and up to date. • Provide digital management support for senior managers (e.g. Director, Operational Leads) where required. • Produce and update presentation materials by incorporating digital design tools and analytics to highlight key activities across business functions. • Ensure business support processes are fit for purpose by applying digital solutions, testing improvements, mitigating risks, and aligning operational processes with organisational priorities. • Support the forward annual scheduling of key Customer & Operations meetings and ensure agendas, papers and action tracking are prepared and maintained. • Provide coordination and administrative support for specific meetings, including arranging logistics, preparing papers and tracking actions (e.g. The Beatles Story Board), in line with established processes.



Financial and Resource Management

- Coordinate and monitor financial information across Customer & Operations using digital tracking and reporting tools.
- Coordinate and monitor audit functions by maintaining digital audit trails and adopting technology to strengthen transparency and financial accuracy.
- Coordinate and maintain key staff resource data, using digital systems to ensure information is accurate, consistent, and accessible.

Performance and Risk Management

- Use established digital systems to track performance, budgets, risks, and trends, ensuring that insights inform decision-making and service improvement activity.
- Maintain strong relationships with stakeholders, supporting collaboration through digital channels to ensure alignment with objectives and ongoing activities.
- Analyse and interpret performance data using digital analysis tools, helping to translate insights into actionable improvements.
- Support digital transformation activity by using data analytics and digital tools to enhance processes, strengthen operational efficiency, and enable innovation.
- Support the preparation and automation of core performance reporting (e.g., Health & Safety, Audit, Quarterly, HR and Financial performance) using digital tools to ensure data accuracy and timely reporting.

3. General Corporate Responsibilities

- Review and accept all LCRCA policies applicable to post.
- Comply with LCRCA/department specific Safety policies, procedures, work instructions and other Health & Safety related documentation including risk assessments, method statements, etc.
- Attend mandatory training.
- Support and contribute to the Combined Authority corporate objectives, targets, etc.
- To ensure the Combined Authority’s commitment to equal opportunities and is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.

4. Recruitment Plan

Competency Based Interview
Assessment

PERSON SPECIFICATION

Job Title: Digital Delivery Co-ordinator

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
None specific	N/A	N/A

Experience and knowledge	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> • Service Delivery Management: Experience coordinating service activity to support effective delivery against objectives, including the adoption of digital tools and processes to improve service outcomes. 	E	A, I, KO
<ul style="list-style-type: none"> • Business Support Services: Experience delivering high-quality business support services, maintaining standards across key administrative and operational processes, and using digital platforms to improve efficiency and consistency. 	E	A, I
<ul style="list-style-type: none"> • Innovation and Process Improvement: Experience supporting innovation in administrative and transactional processes, including trialling digital solutions, improving workflows, and contributing to digital transformation initiatives across the service area. 	E	A, I
<ul style="list-style-type: none"> • Financial Management: Experience coordinating financial monitoring, reporting and planning activities, using digital systems to support accurate financial oversight and effective decision-making alongside managers and senior officers. 	E	A, I
<ul style="list-style-type: none"> • Performance Management: Experience developing and applying standard business support procedures, using digital performance systems and dashboards to track activity, monitor progress, and ensure high-quality reporting. 	E	I, T
<ul style="list-style-type: none"> • Procedure Development and Data Management: Experience analysing and implementing procedures that improve performance and efficiency, including using digital data sources, improving data quality, and ensuring systems support accurate reporting and insight generation. 	E	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> • Change Management: An understanding of change management, including the ability to support digital change and help teams adopt new tools, processes and ways of working. 	E	I



<ul style="list-style-type: none"> • Communication, Reporting & Presentation: Excellent report-writing and presentation skills, with confidence communicating information clearly using digital platforms (e.g. Power BI) and tools designed for collaboration and engagement. • IT Skills & Digital Confidence: Excellent IT skills with proven ability in Microsoft 365 applications and collaborative digital systems (e.g. SharePoint, Teams), with the ability to learn and apply new digital tools to improve service delivery. • Understanding of AI & Digital Improvement: A working understanding of how AI and digital technologies (e.g. Copilot) can enhance processes, improve efficiency and support better decision-making. • Relationship Building: Ability to build and maintain strong working relationships across teams, supporting colleagues to adopt improved digital processes and encouraging consistent ways of working. • Financial Awareness: Understanding of financial principles and budgeting, with the ability to interpret and interrogate digital financial reports and dashboards. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>I</p> <p>A</p> <p>I</p> <p>I</p> <p>I</p>
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Personal Attributes	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> • Stakeholder Engagement & Collaboration: Strong stakeholder management skills, with the ability to adapt your approach to support colleagues and teams as they adopt new digital processes and ways of working. • Resilience & Delivery Focussed: Demonstrated ability to work under pressure, meet deadlines, and show resilience in supporting both operational tasks and digital change activities. • Proactive, Self-Directed Working: Pro-active and self-motivated, with the ability to work with minimal supervision, use initiative, set your own deadlines and offer constructive challenge where required—particularly when helping teams transition to improved digital practices. • Data Awareness & Insight: Ability to understand and interpret data, including digital dashboards and performance information, to help translate insight into practical actions. • Relationship Building: Ability to build and maintain effective relationships with colleagues and stakeholders, supporting collaborative working and helping teams engage confidently with digital tools. • Supportive Leadership & Team Culture: Experience contributing to a positive team culture, supporting colleagues through change and helping embed consistent, digitally enabled ways of working. • Communication & Engagement: Effective communication and engagement skills, ensuring business support is 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I, T</p> <p>I</p> <p>I</p>



delivered clearly, consistently and in ways that help teams adapt to digital improvements and operational changes.		
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Core Behavioural Competencies	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> • Commitment to LCRCA’s vision, values and behaviours. • Ability to lead to example. • Willing to embrace change. • Attendance at corporate mandatory training. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment