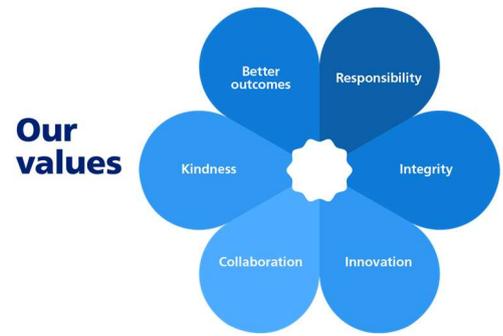


FAREHAM

BOROUGH COUNCIL



DEPARTMENT: Street Scene
JOB TITLE: Service Development Manager
SALARY: £48,766 - £53,610

What is the role?

This is a pivotal role designed to strengthen the capacity of the Street Scene management team during a period of significant change and transformation. Reporting to the Director of Street Scene, you will provide dedicated support to ensure the successful delivery of major projects, service improvements, and strategic initiatives that underpin the Council's corporate priorities.

The role will act as the key enabler for Street Scene transformation, coordinating complex programmes such as local government reorganisation preparation, systems modernisation, and the rollout of simpler recycling arrangements. You will work closely with the Director and service managers to plan and track project milestones, manage risks, and ensure timely progress reporting.

Beyond project coordination, you will lead on developing and maintaining performance dashboards and data analysis tools to support evidence-based decision-making. You will contribute to policy and strategy development, drafting reports and consultation documents, and ensuring compliance with governance requirements. The role will also champion systems and process improvements, including digital transformation and contract management, embedding new ways of working across the service.

You will prepare corporate reports, presentations, and Member briefings, acting as a key liaison point for internal and external stakeholders to promote collaboration and effective communication. By driving innovation and continuous improvement, you will help streamline processes, enhance service delivery, and ensure Street Scene remains agile and responsive to emerging challenges.

This is an exciting opportunity for a proactive and highly organised professional to make a tangible impact on the future of Street Scene services, supporting the delivery of critical projects while enabling the management team to maintain strategic focus.

This post will:

- Coordinate delivery of major Street Scene projects and programmes, including local government reorganisation preparation, systems modernisation, and simpler recycling rollout.
- Lead on planning and tracking project milestones, risks, and dependencies, ensuring timely progress reporting to the Director and service managers.
- Develop and maintain performance dashboards and data analysis tools to support evidence-based decision-making across Street Scene services.
- Contribute to policy and strategy development, drafting reports, consultation documents, and briefing materials for committees and senior leadership.
- Support systems and process improvement initiatives, including contract management, digital transformation, and embedding new ways of working.

- Prepare corporate reports, presentations, and Member briefings, ensuring accuracy and alignment with governance requirements.
- Act as a liaison point for internal and external stakeholders on project-related matters, promoting collaboration and effective communication.
- Champion innovation and continuous improvement within Street Scene, identifying opportunities to streamline processes and enhance service delivery.

Who is the person?

- Experienced in leading complex projects and programmes using recognised project management methodologies.
- Advanced knowledge of project and programme management principles, tools, and techniques.
- Skilled in planning, monitoring, and delivering multiple projects simultaneously within tight deadlines.
- Strong analytical ability to interpret data and develop performance dashboards and KPI frameworks.
- Excellent written and verbal communication skills, including report writing and presentation.
- Able to manage multiple priorities and work effectively under pressure to meet tight deadlines.
- Knowledge of local government context and understanding of Street Scene services (desirable).
- Proficient in ICT systems and tools, including MS Office and project management software.
- Strong interpersonal skills with the ability to build effective relationships across teams and with external partners.
- Committed to innovation, continuous improvement, and customer-focused service delivery.

Last Updated: December 2025

Our policy is to make adaptations for those who have substantial and long term disabilities. If you need an adaptation to carry out any of the above please let us know.